

Standard I.C. Institutional Integrity

I.C.1. The institution assures the clarity, accuracy, and integrity of information provided to students and prospective students, personnel, and all persons or organizations related to its mission statement, learning outcomes, educational programs, and student support services. The institution gives accurate information to students and the public about its accreditation status with all of its accreditors. (ER 20)

I.C.1. Evidence of Meeting the Standard

Ensuring Clarity, Accuracy, and Integrity. The College assures the clarity, accuracy, and integrity of information related to its Mission Statement, learning outcomes, educational programs, and student support services provided to students and prospective students, personnel, and all other individuals and organizations affiliated with the College.¹²

Mission and Vision Statements. The College's complete Mission Statement is available on its website under "About City College" and included in the College Catalog and Class Schedule.^{3,4,5} In addition, key planning documents include the Mission and Vision Statements.⁶

The Office of Instruction produces, updates, reviews for accuracy, and reprints the College

¹ 2015

² ACCJC Policy on Commission Good Practice in Relations with Members (Source: [Accreditation Reference Handbook July 2015](#))

³ CCSF Mission Statement on Website

⁴ Screenshot of Mission Statement; From (Source: [College Catalog](#)), p.2

⁵ Screenshot of Mission Statement in Class Schedule (Source: [Mission Statement in Class Schedule](#), p. 27)

⁶ Screenshot of Vision and Mission (Source: [2014-2020 Education Master Plan](#), page 6); Screenshot of Vision and Mission on Technology Plan (Source: [DRAFT 2017 Technology Plan](#), page 2); Screenshot of RFP for Facilities (Source: [RFP for Facilities Master Plan](#), page 3)

⁷ Programs and Courses (Source: [College Catalog](#))

⁸ Learning Resources and Student Services (Source: [College Catalog](#))

⁹ Accessing Course Outlines (Source: [SLC](#))

¹⁰ 2014 CCSF Custom Surveys Results (see question 7)

¹¹ List of College Catalog Addenda under "Catalog Archives" (Source: [College Catalog Addendum](#))

developed and published an enhanced production timeline that better ties together the Curriculum Committee cycles with the schedule development and Catalog maintenance processes. Each semester, the Office of Instruction reviews, revises, and distributes this production timeline to academic deans and department chairs.

Accurate and up-to-date information on the website. CCSF utilizes an annual, centralized process of reviewing updates through a partnership between Information Technology Services (ITS) and the Office of Institutional Development. ITS reviews all web pages and generates a list of those that have not been updated in a year or longer. The appropriate managers receive this list and review the web pages and make changes. CCSF web pages now contain a footer that automatically indicates when a web page was last updated and by whom.

In addition, a link at the top of each web page ("Send to a Friend") allows individuals to notify ITS when a web page contains inaccurate or out-of-date information. When ITS receives a notice through this system, it forwards the notice to the page owner.

Accurate Information about Accreditation Status. CCSF communicates its accreditation status to students and the public on the College website's accreditation page, which complies with the "one click" rule from the homepage, in the College Catalog, and in the Class Schedule. The status statement includes the Commission's address, telephone number, web address, and contact information for filing a complaint. Staff check these documents annually, and additionally as needed, against the accreditation web page for accuracy as part of ensuring academic quality. The website also includes information for

1. General Information

- Official Name, Address(es), Telephone Number(s), and Website Address of the Institution²¹
- Educational Mission²²
- Representation of accredited status with ACCJC, and with programmatic accreditors, if any²³
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- Acceptance and Transfer of Credits³⁹
- Transcripts⁴⁰
- Grievance and Complaint Procedures⁴¹
- Sexual Harassment⁴²
- Refund of Fees⁴³

4. Locations or Publications of Other Policies⁴⁴

As mentioned in Standard I.C.1., to ensure accuracy of the College Catalog, the Office of Instruction annually produces, updates, reviews for accuracy, and reprints the College Catalog. Each year, the owners of each ~~section~~ ^{part} of the College Catalog (e.g., Library and Learning Resources, Financial Aid Office) review their respective sections, and the Office of Instruction

of Instruction implemented these changes to ensure the completeness and accuracy of the Catalog.

Conclusion. The College meets Standard I.C.2.

I.C.3. The institution uses documented assessment of student learning and evaluation of student achievement to communicate matters of academic quality to appropriate constituencies, including current and prospective students and the public. (ER 19)

I.C.3. Evidence of Meeting the Standard

Documented Assessment of Student Learning The College communicates matters of academic quality to appropriate constituencies through documented assessment of student learning via the SLO website,⁴⁷ regular emails,⁴⁸ faculty-led assessment reporting⁴⁹ including summary assessment reports,⁵⁰ assessment training workshops coordinated by our SLO team,⁵¹ course level assessment data in program review,⁵² and Flex day materials used by

consistent with their responsibilities and rights as specified in Board Policy 2.07, the PGC Operational Guidelines on Participatory Governance, Board Policy and Administrative Procedure 2.08 on Collegial Governance.^{67, 68} In concert with these policies and procedures, the College has codified the roles, responsibilities, and processes related to the development of policies and procedures in the Roles, Responsibilities, and Processes Handbook (RRP Handbook). The charts and narratives within the RRP Handbook apply to changes in existing policies and procedures as well.⁶⁹

Review of Publications Ensuring Integrity. The College annually reviews and updates its publications, such as the College Catalog and the Class Schedule, to ensure that current and future students receive accurate information about the College vision, mission, programs, and services. As with policies and procedures, the College incorporates changes in the College vision, mission, programs, and services into its publications.

For example, Department Chairs, Deans and faculty review their respective sections of the

I.C.7

I.C.8. The institution establishes and publishes clear policies and procedures that promote honesty, responsibility and academic integrity. These policies apply to all constituencies and include specifics relative to each, including student behavior, academic honesty and the consequences for dishonesty.

I.C.8. Evidence of Meeting the Standard

Policies and Procedures that Promote Student Integrity and Academic Honesty Board Policy 6.11⁸⁴ (Rules of Student Conduct) ensures that the College has defined “rules and regulations governing student behavior along with applicable penalties for their violations.” These take the form of Board Policy 5.16 and Administrative Procedure 5.16a (Standards of Student Conduct), which set forth expectations for student behavior and academic honesty. Administrative Procedure 5.16b (Student Discipline) communicates the disciplinary consequences for violating the Standards of Student Conduct.^{85 86 87}

Further student code of conduct information is also posted on the Student Affairs and Wellness web page under Student Conduct.⁸⁸ Information on student conduct and discipline also appears in the College Catalog.⁸⁹

CCSF has processes in place to ensure that the student who registers for an online class is the student who participates and completes the class. Board Policy 6.18 and Administrative Procedure 6.18 both identify CCSF’s compliance with the commission policy on student authentication.^{90 91} Additionally, a link to the Student Code of Conduct is in the toolbar of the learning management system.⁹²

For faculty teaching online courses, the Distance Education Addendum requires the completion of a section on Distance Integrity before a course is approved by the Curriculum Committee for online delivery.⁹³ Best practices are shared with faculty teaching distance learning.⁹⁴ The Resource Center for Distance Learning faculty contains information about student authentication.⁹⁵

⁸⁴ [Board Policy 6.11 Rules of Student Conduct](#)

⁸⁵ [Board Policy 5.16 Standards of Student Conduct](#)

⁸⁶ [Administrative Procedure 5.16a Standards of Student Conduct](#)

⁸⁷ [Administrative Procedure 5.16b Student Discipline](#)

⁸⁸ [Student Conduct](#)

⁸⁹ [Screenshot of Student Conduct and Discipline 439 \(2016\) College Catalog College Rules and Regulations, see pp. 439-436-](#)

⁹⁰ [B.P. 6.18 Student Authentication](#)

⁹¹ [A.P. 6.18 Student Authentication](#)

⁹² [Login page for Insight](#)

⁹³ [Distance Learning Chapter in Curriculum Committee Handbook](#)

⁹⁴ [Best Practices by WCET](#)

⁹⁵ [Information about Resource Center for Distance Learning Faculty](#)

Policies and Procedures that Promote Responsibility and Integrity for College Employees. Board Policy 1.18⁸⁶ (Institutional Code of Ethics) establishes expectations for

I.C.9. Analysis and Evaluation

Board policies, the collective bargaining agreement, the College Catalog, and the Faculty Handbook communicate the responsibility of faculty to teach fairly and objectively, while supporting the right of faculty to express diverse viewpoints.

Faculty evaluations, which include student evaluations, and the student complaint process provide mechanisms to ensure faculty meet the standard in their teaching to distinguish between personal conviction and professionally accepted views in a discipline.

Conclusion. The College meets Standard I.C.9.

I.C.10. Institutions that require conformity to specific codes of conduct of staff, faculty, administrators, or students, or that seek to instill specific beliefs or worldviews, give clear prior notice of such policies, including statements in the catalog and/or appropriate faculty and student handbooks.

I.C.10. Evidence of Meeting the Standard

City College of San Francisco is a public institution that promotes the acceptance and exploration of diverse perspectives and philosophies. Conformity to specific codes of conduct or policies that seek to instill specific beliefs or worldviews do not apply to the College community.

I.C.10. Analysis and Evaluation

I.C.12. The institution agrees to comply with Eligibility Requirements, Accreditation Standards, Commission policies, guidelines, and requirements for public disclosure, institutional reporting, team visits, and prior approval of substantive changes. When directed to act by the Commission, the institution responds to meet requirements within a time period set by the Commission. It discloses information required by the Commission to carry out its accrediting responsibilities^(ER 21)

I.C.12. Evidence of Meeting the Standard

The Institution Agrees to Comply with All ACCJC Requirements. Per Board Policy 1.3:

The Chancellor shall ensure the District complies with the accreditation process and standards of the Accrediting Commission of Community and Junior Colleges and of other District programs that seek special accreditation.¹⁰⁶

In its 2006 Self Evaluation, 2012 Self Evaluation, and in all subsequent follow-up reports, the College has met Standard IV.A.4. (2014) and Eligibility Requirement 21.¹⁰⁵

The College has made extraordinary efforts to comply with ACCJC requirements and has completed a series of rigorous reports in the process, in addition to regular Annual and Fiscal Reports¹⁰⁶.

- Institutional Self Study Report (December 2011)¹⁰⁷
- Special Report (October 2012)¹⁰⁸
- Show Cause Report and Closure Report (March 2013)¹⁰⁹
- Substantive Change Proposal – Change in Location (February 2014)¹¹⁰
- Substantive Change Proposal – Change in Control (February 2014)¹¹¹
- Substantive Change Proposal – Change in Mode of Delivery (February 2014)¹¹²
- Eligibility Report¹¹³
- Institutional Self Evaluation Report in Application for Restoration Status (October 2014)

California State Board

I.C.13. Analysis and Evaluation

The College demonstrates integrity, honesty, and consistency in its communications with its accreditors and other agencies and discloses information about its accreditation status and any changes thereof. The College complies with the policies related to public disclosure of information related to accreditation, programs and services.

Conclusion. The College meets Standard 13.

I.C.14. The institution ensures that its commitments to high quality education, student achievement and student learning are paramount to other objectives such as generating financial returns for investors, contributing to a related or parent organization, or supporting external interests.

I.C.14. Evidence of Meeting the Standard

City College of San Francisco is a public institution of higher learning that does not seek to generate financial returns for investors, contributing to a related or parent organization, or supporting external interests. Many of the Board policies and employee handbooks on ethics and institutional integrity mentioned in other parts of this Standard are manifestations of the College's commitment to putting high quality education, student achievement, and student learning above any larger financial gain. Ensuring that student achievement and a focus on the quality of education provided to students is at the core of the College's mission and are reflected in the Board Goals and College Priorities. Much discussion at the College revolves around prioritizing a high quality education and student success. The College mission and priorities clearly prioritize student learning and outcomes.

A broad range of documents including the Board Policy 1.19 (Institutional Code of Ethics), Board Policy (1.17A Governing Board Code of Ethics), Board Policy 1.17B (Governing Board Responsibilities), Board Policy 1.18 (Statement on Conflict of Interest), and Board Policy 1.22 (Audit Committee Guidelines) describe and define both a commitment to student

When seeking grant funding from public agencies or private foundations, the College utilizes a list of criteria and approval process that ensure that the purpose of the grant is aligned with the College mission and vision.^{138 139}

I.C.14. Analysis and Evaluation

The College is deeply committed to ensuring that the provision of a quality education, student achievement and student learning are paramount to other objectives such as generating financial returns for investors, contributing to a related or pa 0 8.04 2cthate .1 Tf -6 (.342. 8

Ensure College Catalog includes all requisite information. (Standard I.C.2.)	Update information in the front part relating to frequency of course offerings (default) and then update course offerings were contrary to default throughout catalog. Add minimum time to completion for all programs. Update instructions for transferring credit.	Office of Instruction	May 2016	Catalog contains all required information to ensure clear communication to students regarding frequency of course offerings, minimum time to completion, and transferring credit.
Ensure students have complete information regarding the annual cost to attend CCSF in compliance with Title IX regulations (Standard I.C.6.)	Link to "Net Price Calculator" that compares the cost of an education at City College of San Francisco with that of other community colleges in the State of California	Office of Financial Aid	Spring 2016	Students have accurate information regarding the