February 3, 2017

Dr. Byron Brelan
President
San Jose City College
2100 Moorpark Avenue
San Jose, CA 95128

Dear President Brelan:

The Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges, at its meeting January 11-13, 2017, reviewed the Institutional Self-Evaluation Report (ISER) and evidentiary materials submitted by San Jose City College and the External Evaluation Team Report (Team Report) prepared by the evaluation team that visited October 10-13, 2016. The Commission also considered the presentation made at the Commission meeting by College and District officials. College leadership, including the president of the governing board, the chancellor, and the College president, certified the College’s report, which was submitted in application for reaffirmation of accreditation. The purpose of the Commission’s review was to determine whether the College continues to meet Eligibility Requirements, Accreditation Standards, and Commission policies (hereafter called Standards).

After considering all of the material noted above, the Commission acted to reaffirm accreditation for 18 months, and to require a Follow-Up Report on the issues identified in the team’s findings of noncompliance at the College. The Report will be due March 15, 2018 and will be followed by a visit by Commission representatives. Reaffirmation for 18 months indicates that the Commission has determined that the institution is in substantial compliance with Standards.

The Commission finds San Jose City College out of compliance with the following Standards: I.A.2, I.B.3, and ER 11 (College Recommendation 1); I.B.1, II.A.2, and II.A.3 (College Recommendation 3); II.A.1, II.C.1, II.C.3, and ER 15 (College Recommendation 5); I.C.1 and II.A.3 (College Recommendation 6); II.A.9 and ER 10 (College Recommendation 7); II.C.3 and ER 17 (College Recommendation 8); II.C.8 (College Recommendation 9); and III.A.5 (College Recommendation 10).

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1 Institutions preparing and submitting Midterm Reports, Follow-Up Reports, and Special Reports to the Commission should review Guidelines for the Preparation of Reports to the Commission found on the ACCJC website at: www.accjc.org/college-reports-accjc.
Dr. Byron Brelan
San Jose City College
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Need to Resolve Deficiencies
Standards represent practices that lead to academic quality and institutional
effectiveness and sustainability. Deficiencies in institutional policies, practices, procedures, and
outcomes which lead to non-compliance with any Standard will impact institutional quality and,
ultimately, the educational environment and experience of students. The evaluation team has
provided recommendations that give guidance for how the institution may come into compliance
with Standards.

College Recommendation 1 (Compliance): In order to meet the standard, the team recommends
the College develop and communicate a methodology for setting institution-set standards
(minimum acceptable levels) for course completion and other measures of student achievement,
assess performance against the standards, communicate the results, and incorporate the
information in college planning and decision-making processes. (I.A.2, I.B.3, and ER11)

College Recommendation 3 (Compliance): In order to meet Standards, the team recommends
the College create and implement a process to demonstrate its substantive and collegial dialog
about student outcomes and institutional effectiveness through committees, advisory committee
meetings, workshops, and professional development activities. The team further recommends
that the College develop and implement a process to broadly communicate this dialog to support
continuous quality improvement across the College. (I.B.1, II.A.2, and II.A.3)

College Recommendation 5 (Compliance): In order to meet the Standard, the team recommends
the College develop a Memorandum of Understanding with the Center for Employment Training
(CET) to ensure that all instructional programs offered at CET are consistent with the College’s
mission, course and program requirements, and that commensurate student services are provided.
(II.A.1, II.C.1, II.C.3, and ER15)

College Recommendation 6 (Compliance): In order to meet the Standard, the team
recommends that all individual course syllabi include information consistent with the approved
Course Outline of Record and approved Student Learning Outcomes (SLOs). (I.C.1 and II.A.3)

College Recommendation 7 (Compliance): In order to meet the Standard, the team recommends
the College work with the District to finalize AP 4020 Program and Curriculum Development
and ensure that it includes clock hour to credit hour calculations that adhere to the Department of
Education’s conversion formula, both in policy and procedure, and in practice. (II.A.9, ER10,
600.2, 602.16 (a)(1)(viii), 602.24(e),(f), 668.2, and 668.9)

College Recommendation 8 (Compliance): In order to meet the Standard, the team recommends
the College provide electronic access to student support services, including tutoring, distance
education technology support, and student educational plan development for online students.
Dr. Byron Breland  
San Jose City College  
February 3, 2017  

The team further recommends all student support programs should establish learning outcomes  
and complete program reviews. (II.C.3 and ER17)  

**College Recommendation 9** (Compliance): In order to meet the Standard, the team recommends  
the College create, implement, and assess the effectiveness of a procedure for documenting  
formal student complaints, including creating and maintaining a repository of complaints  
available for review. (II.C.8, 602.16(a)(1)(ix), and 668.43)  

**College Recommendation 10** (Compliance): In order to meet the Standard, the team  
recommends the College evaluate all personnel systematically and at stated intervals. The team  
further recommends the District evaluate the college president according to Board Policy 2436  
Evaluation of the College President. (III.A.5 and IV.C.3)  

**Improving Institutional Effectiveness**  
The Team Report noted College Recommendations 2 and 11 and District Recommendations 2, 4,  
and 5 for increasing effectiveness (improvement recommendations). Additionally, the  
Commission changed College Recommendation 4 and District Recommendation 1 to  
recommendations to increase effectiveness.  

**Two-Year Rule**  
Under U.S. Department of Education enforcement regulations, the Commission is required to  
take immediate action to terminate the accreditation of an institution which is out of compliance  
with any Standards, or, alternatively, may provide an institution with additional notice and a  
deadline for coming into compliance that is no later than two years from when the institution was  
first informed of the non-compliance. With this letter, San Jose City College is being provided  
with notice of the Standards for which it is out of compliance and is being provided time to meet  
the Standards.  

**Next Steps**  
The Team Report provides details of the team’s findings with regard to the College’s work to  
meet the Standards. The guidance and recommendations contained in the Team Report represent  
the best advice of the evaluation team at the time of the visit but may not describe all that is  
necessary for the College to come into compliance (or to improve).  

A **final** copy of the Team Report is attached. Commission changes to the Team Report are noted  
on a separate page for inclusion with the Team Report. The College may now duplicate and post  
copies of the enclosed Team Report with this added page.
Dr. Byron Breland  
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The Commission requires the College give the ISER, the Team Report, and this letter appropriate dissemination to those who were signatories of the ISER and to make these documents available to all campus constituencies and to the public by posting them to the College website. Please note that in response to public interest in accreditation, the Commission requires institutions to post accreditation information on a page no more than one click from the institution’s home page.

On behalf of the Commission, I wish to express appreciation for the collaborative work that San Jose City College undertook to prepare for institutional self-evaluation, and to support the work of the external evaluation team. Thank you for sharing the values and the work of accreditation to ensure educational quality and to support student success. Accreditation and peer review are most effective when the College and the ACCJC work together to focus on student outcomes and continuous quality improvement in higher education.

If you should have any questions concerning this letter or the Commission action, please don’t hesitate to contact me or one of the ACCJC Vice Presidents. We would be glad to help you.

Sincerely,

Richard Winn, Ed.D.  
Interim President

RW/tl

cc: Dr. Debbie Budd, Chancellor, San Jose/Evergreen Community College District

Attachment