Students interested in Nursing are required to attend an orientation, and only students qualified and approved by the Nursing Counselor may submit an application. If applicants score below a standardized competency point in the TEAS V test, they are offered a funded remediation program and must demonstrate a passing score upon being retested following remediation.

The College considers placement results from regionally accredited colleges within one year of the student having taken the test. Results are approved by the Counseling Office.

The Admissions and Records Office participates in the annual program review process to ensure program evaluation informs the implementation of new practices (ST2C-54).

**Distance Education.** The College does not have a DE program or an online assessment or placement tool. DE students take placement tests at the College or take a placement from a regionally accredited college.

**Action Pan.** In spring 2016, the College’s math and English placement test instruments will be re-validated.

**Quality Focus Essay Plan.** By 2020, the College will evaluate its placement instruments by identifying alternative placement models for student assessment, with a goal of increasing the percentage of students placing into higher level courses. (Supports action project objective 2.3.)

**Standard II.C.8.**

*The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.*

**Evidence of Meeting the Standard:**

**Student records**
- The District has policies for keeping student records, providing transcripts, and securing those records (ST2C-56)
- Students are provided information on how to request transcripts in the catalog and online (ST1A-15, pp.249-250; ST2C-58)

**Analysis and Evaluation:**

District policies state that each student must have “a cumulative record of enrollment, scholarship, and educational progress” and that transcripts of those records can be accessed when enrolling in another school (8400). District policies are also in place to limit authorization of access to student records except under specific circumstances (8401.11) and for the protection of confidential student information (8404). (ST2C-56)
All physical documents in Admissions and Records, and Financial Aid are scanned through WebXtender and stored online on a protected server. After one year, the physical documents are shredded. Files created in the Counseling Department on the electronic student education plan software, ActionPlanIt, are stored on a protected server. The College uses the DEC to review transcripts, pre-requisites, and assessment scores, which are only accessible to appropriate full time classified staff and faculty. The following offices process physical student records:

<table>
<thead>
<tr>
<th>Unit</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions and Records</td>
<td>All applications are submitted online. Documents received are scanned and saved to a secure server. Files are kept in a cabinet in a secure area not accessible to students.</td>
</tr>
<tr>
<td>CalWORKs</td>
<td>Student files are stored in electronic format only. Staff are assigned a user ID and password. Files are backed up into a server each day. Staff are required to sign a confidentiality agreement administered by the Department of Public Social Services.</td>
</tr>
<tr>
<td>Career Center</td>
<td>Locked filing cabinet in the Director/Counselor’s office</td>
</tr>
<tr>
<td>EOPS</td>
<td>Locked file cabinets inside the EOPS/CARE office</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Student files are scanned and saved to a secure server.</td>
</tr>
<tr>
<td>Guardian Scholars</td>
<td>Active student files are located in the main office area in a locked filing cabinet. Older/exited student files are secured in a closet.</td>
</tr>
<tr>
<td>International Students</td>
<td>Locked filing cabinets are kept in an employee office under lock and key.</td>
</tr>
<tr>
<td>OSS</td>
<td>Files are kept in a locked storeroom in locking file cabinets.</td>
</tr>
<tr>
<td>Ralph Bunch Scholars</td>
<td>Files are kept in locked filing cabinets in the Scholars office.</td>
</tr>
<tr>
<td>Student Health</td>
<td>Files are stored electronically and password protected.</td>
</tr>
<tr>
<td>Transfer Center</td>
<td>Files are kept in a locked filing cabinet in the director/counselor’s office.</td>
</tr>
<tr>
<td>TRIO SSS</td>
<td>Files are kept in a locked filing cabinet in the director/counselor’s office.</td>
</tr>
<tr>
<td>Upward Bound</td>
<td>Files are kept in a locked filing cabinet in the director’s office.</td>
</tr>
<tr>
<td>Veterans Office</td>
<td>Files are kept in a locked filing cabinet inside of the Veterans Resource Center.</td>
</tr>
</tbody>
</table>

The Admissions and Records Office tracks student requests for transcripts. Students submit a request to Admissions and Records either in hard copy or electronically (ST2C-57; ST2C-58). The request is entered into DEC to document the date of submission, and physical copies are either picked up or mailed as requested by the student. The majority of students say that they are satisfied with the services provided by Admissions and Records (ST1A-28, p.8, #19a).
the students who receive early alert services, and whether certain groups are disproportionately less likely to succeed in their classes; and the potential disproportionate impact of prerequisites on student access to course. Multiple measures are also used to reduce potential bias.  

Analysis and Evaluation

The College meets the Standard.

The Assessment Placement Process, the assessment instruments and the multiple measures questionnaire are evaluated as part of the research cycle for consistency and effectiveness. The Assessment Center uses an established daily task protocol to ensure that the placement process is consistent and effective.

The disproportionate impact studies have not revealed any cultural or linguistic bias in the Accuplacer nor the Compass placement instruments that are being used at ELAC.

Cultural and linguistic bias in the Assessment Center is also minimized by providing bilingual staff that are fluent in Spanish, Mandarin, and Cantonese. In addition, the Assessment center provides the Assessment Lab Entry form in English, Chinese, Spanish and Vietnamese. This has all proven to be most helpful to students at ELAC.

II.C.8

The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

Evidence

All Student Services units adhere to Board Rules 7708 (Classification of Records) and 7709 (Destruction of Records). These two board rules provide guidelines for student record are classification, storage, and destruction. Each record is classified into one of the following; Class 1 – Permanent, Class 2 – Optional, and Class 3 – Disposable. Since the last accreditation report, all records classified as permanent, once stored in a fire-proof vault, have been scanned to electronic format. Currently, the collection of records is in an electronic format since the enrollment process requires students to submit their application online. However, in certain areas, there is a need to submit paper documents. In such cases, each office is responsible for making sure documents are maintained appropriately. In the Admission and Records Office,
student records are maintained securely. Most historic paper records were scanned into electronic format years ago. Current student records in paper format are stored in fire-proof and locked cabinets within a fire-proof vault that has limited staff access, until the documents are scanned to electronic format and then reclassified to Class 3 – Disposable Records and destroyed properly after Board approval.

In the Financial Aid office, all data reside in the DEC system are backed up on a daily basis. In addition to Board Rules, this follows the federal and state financial aid regulations that govern the maintenance of the financial aid records and its record retention requirement. All records are scanned into the imaging system, that which is backed up on a nightly process. Financial Aid records reside in the District DEC or the campus jukebox systems. It manages by IT department that maintains a backup schedule to ensure these data are secure.

The Student Health Center is operated by Mosaic Health Services via a three-year contract. Mosaic is responsible for securing health-related documents. The office is equipped with lockable file cabinets in which paper documents are stored. Electronic documents are stored on a secured server, and access to information is protected by username and password login. The institution adheres to the Family Educational Rights and Privacy Act of 1974 (FERPA). This is a federal legislation that protects the privacy of the students' personally identifiable information. The act applies to all institutions that receive federal funding.

Board Rule 8401.11 outlines the District policies related to release of student records; ELAC strictly adheres to policy. Authorized release is allowed for student release, judicial order or subpoena, college or district officials with legitimate educational interest, authorized State or Federal agencies, potential schools in which the student intends to enroll, agencies related to the student’s financial aid, educational studies, health or safety emergency, and selected information to the military. All student services offices follow state and district mandates.

The Fall 2014 Student Survey and ACCJC Accreditation Standard Analysis indicate that 47.4 percent of students surveyed were very satisfied and 41.6 percent were somewhat satisfied with the current standard of practice in this area.

Analysis and Evaluation

The College meets the Standard.

All Student Services units adhere to the board rules specifying processes for storing, destroying, and disseminating student records.

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679 Board Rules 7708 (Classification of Records) and 7709 (Destruction of Records)
680 IT backup policy
681 Student Health Center Contract
682 Board Rule 8401.11
683 Fall 2014 Student Survey
**Standard II.C.8**
The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

**Evidence of Meeting the Standard:**

a. The College maintains student records in accordance with District Board Policy and Board Regulation 7707 which conform to Title 5 as well as to the Family Educational Rights and Privacy Act of 1974 (FERPA). Both address accessing student records and help the College to ensure that student records are adequately protected, maintained, and discarded.

b. Pursuant to Title 5, sections 54606-546008 and 59020-59029, records are classified as permanent (Class 1), optional (Class 2), or disposable (Class 3). The LACCD Board created a Classification of Admission and Records Documents. Class 1 documents are stored permanently in the database after they have been scanned, and original paper records are reclassified as Class 3. The College retains Class 2 records indefinitely unless reclassified as Class 3. Class 3 records are stored for three years in the College warehouse and then are destroyed. Paper records that have not yet been scanned are stored in locked containers in College offices accessible only by staff.

c. The College’s Enrollment Services Office follows District policies with regards to student records. These policies include District Board Policy and Regulations, the government code, the California Education Code, and the administrative code, Title 5 of the State of California.
   
   - Ch.VIII-Article IV
   - Article VII
   - LACCD Office of the Chancellor Admin Regulations- Index: E99

d. To attain access to the Student Information System (SIS), a staff member must receive authorization. This authorization is only granted after the request has been reviewed and approved by the Department Supervisor, the appropriate Vice President, College Information Technology Director and finally the Dean of Admission and Records.
e. The College assigns various levels of access to personnel based on their respective scope of responsibilities. In particular, temporary and student employees are strictly prevented from having privileged access to change their records or those of their classmates. The District SIS has a reporting system which allows for the tracking of transactions on student records by user identification.

f. The College maintains assessment results in a secure database with access limited by individual login. All areas providing counseling services track student appointments in the Student Appointment Record System (SARS) database, which is generated by the SARS-GRID program, an appointment scheduling package from SARS Software Products, Inc. The SARS database has limited access that requires user login to computers connected to its server. The Financial Aid Office adheres to Federal and State law and regulations and follows FERPA and the Buckley amendment with regard to the student record policy.

g. The College regularly and automatically backs up its servers, with backups stored on a secure off-site server. The College also archives data daily using College and District servers. The District's transaction logs permit restoration of all computer data with the loss of no more than one day of data even in the event of catastrophic failure.

h. The College scans paper records into the Papervision document storage system, which is held on a secure server on campus and at the District Office. Additionally, backup servers are both on campus and off campus, and the College limits access to records by individual login. The College maintains records established prior to 1984 on microfiche stored in a secure area in the Enrollment Services Office and accessed as needed.

i. District policy allows students to inspect or to order their records/transcripts, to petition to amend their records, or to allow someone else to access their records/transcripts. Students can access their records, including ordering their unofficial transcripts, via the College's Admission page which links to the District's Student Information System.

Analysis and Evaluation:

The College meets this standard and maintains student records, permanently, securely and confidentially, with provision for secure backup of all files, regardless of the form in which those files
are maintained. The institution publishes and follows established policies for release of student records. The College has established policies in place that limit access to student records. To provide further protection against identity theft, the practice of using social security numbers for student identification has been limited.

**Evidence Sources:**

- LACCD Board Regulation 7707
- Classification of Admission and Records Documents
- Ch.VIII-Article IV
- Article VII
- LACCD Office of the Chancellor Admin Regulations- Index: E99
- College’s Admission page
- District’s Student Information System
were placed in a level higher than that warranted by their writing sample, indicating that the computerized COMPASS ESL assessment did not accurately place students into the ESL sequence (II.C.7-14).

In spring 2016, the statewide Common Assessment will replace COMPASS ESL. The Common Assessment encourages the use of multiple measures such as local tests or writing prompts and will give the College discretion in the weighing of various components. Locally added measures will require validation and approval by the State Chancellor's Office prior to implementation (II.C.7-2).

Los Angeles Mission College meets this standard.

LIST OF EVIDENCE

II.C.7-1 LAMC Assessment Website
II.C.7-2 Chancellor’s Approved Placement Instruments – July 2015
II.C.7-3 CCCApply Website
II.C.7-4 LAMC Paper Application
II.C.7-5 A&R Program Review
II.C.7-6 A&R SAO Assessments
II.C.7-7 MDTP Cut Scores Based on East Model
II.C.7-8 Comparison MDTP Placement Results – Spring 2008
II.C.7-9 MDTP Benchmark Memo Spring 2008
II.C.7-10 MDTP Sample Test Section List Memo – Spring 2012
II.C.7-11 2014 MDTP Cutoff Scores
II.C.7-12 Math Placement Criteria – 8/20/2014
II.C.7-13 Math Placement Model E-mail – 7/31/2014
II.C.7-14 Evaluation of ESL Placement Test
II.C.7-15 English Placement Test Email 4/2010

II.C.8
The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

Evidence of Meeting the Standard:

• The District Board Rules and Administrative Regulations govern the care, maintenance, upkeep, and secure backup of the College’s student records (II.C.8-1a-e).
• Policies for release of student records and provisions of FERPA are detailed in the College catalog, printed course schedules, and website (II.C.8-2a-c).
• The College strictly adheres to the Family Educational Rights and Privacy Act of 1974 (FERPA) (II.C.8-3a-m).
• Students are issued randomly generated Student Identification (SID) numbers to protect the security of their Social Security numbers (II.C.8-4).
- The Student Information System (DEC) stores all student records and is backed up by the District server (II.C.8-5).
- Electronic and imaged records are secured in the student information system. All are password protected, and security levels set by employee classification and job duties (II.C.8-6).
- Students may access their password-protected student records, including their transcripts and placement results, via the SIS system (II.C.8-7).
- Following is a list of offices and record keeping practices:

<table>
<thead>
<tr>
<th>Office/Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EOP&amp;S/CARE</td>
<td>Paper records are kept for seven years in a secure storage, then shredded.</td>
</tr>
<tr>
<td>Non Credit Program</td>
<td>Student information is scanned and stored in a secure District-backed server.</td>
</tr>
<tr>
<td>Counseling</td>
<td>Student files are kept in locked file cabinets.</td>
</tr>
<tr>
<td></td>
<td>SEP's are scanned and stored in Viatron with backup files on the campus share drive.</td>
</tr>
<tr>
<td>Transfer Center</td>
<td>The Transfer Center maintains records in a locked file cabinet at all times.</td>
</tr>
<tr>
<td>Veterans/International Student Programs</td>
<td>Files for both programs are maintained for four years and are kept confidential.</td>
</tr>
<tr>
<td></td>
<td>Non-active files are kept for years and secured. Older files are stored in boxes and locked in the director’s office.</td>
</tr>
<tr>
<td></td>
<td>Military personnel are allowed access to the records of enrolled veterans, pending approval through the Admission &amp; Records policies.</td>
</tr>
<tr>
<td>STEM</td>
<td>The STEM program collects student information in the STEM network shared folder which is backed by the campus server.</td>
</tr>
<tr>
<td></td>
<td>The STEM counseling student records (hard copies) are stored and locked at the STEM Counselor's office.</td>
</tr>
<tr>
<td></td>
<td>Student counseling records will be maintained at this location for the duration of the grant. Upon conclusion of the program, student records will be relocated to the general counseling office where they will become part of the general counseling records.</td>
</tr>
<tr>
<td>DSP&amp;S</td>
<td>DSP&amp;S maintains student records in accordance with the Title V California Code of Regulations, Section 56008(c).</td>
</tr>
<tr>
<td></td>
<td>In keeping with LACCD recommendations, DSP&amp;S maintains student records in perpetuity (hard copies of student files are kept for five years; thereafter, records are scanned and stored in an electronic format).</td>
</tr>
</tbody>
</table>
Analysis and Evaluation:

Student record and confidentiality policies are communicated to campus offices and departments via staff meetings and the College website (II.C.8-4a-m). All employees are reminded of Board policies regarding the appropriate use of confidential information each time they log onto the District computer system (II.C.8-8).

Student data are protected by the student information system and employee access is based upon administrative approval. Users complete the DEC Online Authorization form to identify the access needed. An employee’s level of access is determined at the time of hire and is based on the nature of the position. The IT supervisor automatically receives e-mail messages from the SAP workflow identifying users whose access should be revoked (II.C.8-4).

Los Angeles Mission College meets this standard.

LIST OF EVIDENCE

II.C.8-1a Interoffice Correspondence from District General Counsel Questions Commonly asked by Faculty – 11/2/2009
II.C.8-1b LACCD Board Rule Article IV Section 8400
II.C.8-1c LACCD Board Rule Article II Section 5201
II.C.8-1d LACCD Administrative Regulation E-105
II.C.8-1e LACCD Administrative Regulation E-99
II.C.8-2a 2014-2015 LAMC College catalog, pages 59-60
II.C.8-2b Screenshot Fall 2015 Class Schedule
II.C.8-2c Screenshot Spring 2015 Class Schedule
II.C.8-3a Admissions and Records Staff Meeting Minutes – 8/27/2015
II.C.8-3b Council of Instruction Meeting Minutes – 9/2/2015
II.C.8-3c Academic Senate Meeting Minutes – 9/30/2015
II.C.8-3d Sociology Department E-mail – 8/28/2015
II.C.8-3e Counseling Department FERPA training
II.C.8-3f Student Support Services Committee Minutes – 9/15/2015
II.C.8-3g Business and Law Staff Meeting Minutes – 8/27/2015
II.C.8-3h Financial Aid 8/1/2014 Workshop Attendance Sheet 1
II.C.8-3i Financial Aid 8/1/2014 Workshop Attendance Sheet 2
Analysis and Evaluation

Los Angeles Pierce College regularly evaluates its admissions and placement instruments and practices to minimize bias and to ensure that they are effective. The College regularly evaluates its admission and placement instruments for effectiveness and to minimize biases. The College uses assessment instruments that are approved and validated by the California Community College Chancellor’s Office.

**Standard II.C.8**

*The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.*

**Evidence of Meeting the Standard**

As part of the LACCD Student Information System, student records are backed up and maintained at the Educational Services Center. Both the District and College comply with federal and state law through established policies and procedures governing student records and the control of personally identifiable information (II.C.73). The College adheres to strict confidentiality standards. Only student directory information is released without written consent of the student, except as authorized by law. In addition, students may notify the College, in writing, that directory information should not be released (II.C.74). In such circumstances, even the student directory information is withheld. The Office of Admissions and Records (AR) maintains documentation of individuals who or organizations that request or receive student record information.

Admissions and records staff are trained on the policies and procedures to maintain confidentiality, security, and maintenance of student records (II.C.75 and II.C.76). The staff members are assigned different security levels to access to records. At the AR counter, all students are required to provide picture identification, such as a driver’s license, passport, or student identification to confirm their identity. Students may access their own English and mathematics placement results as well as academic transcripts by using the web-based Student Information System (SIS), which is password protected. Pierce College staff members have access to these records as authorized by LACCD Administrative Regulation B-28 using the Student Information System, which is also password protected (II.C.77). Student records are imaged and saved on the college server. Student records and information on the college server are then backed up.
to hard disk. This process is done on a nightly basis (II.C.78). Additionally, student information is secured and backed up at the District. Student Health Center medical records must be maintained for seven years after the cessation of treatment. In July 2010, the Health Center converted their files to an electronic medical records (EMR) system to ensure that all medical records are maintained securely and stored electronically (II.C.79). Standardized procedures in the health care industry are followed with the adoption of the EMR system. Records are backed up nightly by the College’s Information Technology (IT) Department on the Health Center server under the direction and protection of IT staff. Release of records requires written consent; signed by the patient, directing the Health Center to release records in accordance with the Health Insurance Portability and Accountability Act (HIPAA [II.C.80]). Patient record confidentiality is addressed with every employee, contractor, and student worker as required in the Family Education Rights and Privacy Act (FERPA [II.C.81]). All medical providers are bound by their licensing agency to patient confidentiality. All student workers sign a Security of Records Code annually after HIPAA training (II.C.82).

Student financial aid records are imaged and saved on the college server. The student records and information stored on college server is backed up to a hard disk. This process is done on a nightly basis (II.C.78). Additional student financial aid award and disbursement records are stored at the District’s data center. Staff members are assigned different security levels to access financial aid records (II.C.79). As discussed above in the section on the Office of Admissions and Records, all students are required to provide picture identification to confirm their identity at the Financial Aid Office counter. Since financial aid records are accessed with social security numbers, keypads have been added on all counter computers for students to key in their social security numbers; thus, avoiding the student having to state her or his personal information aloud.

The Office of Special Services (DSPS) similarly adheres to FERPA and maintains confidentiality (II.C.83). Students must sign a consent form to release information related to their disability (II.C.84). Students registered with DSPS are required to acknowledge review of the student handbook (II.C.85). In addition, students must sign a release form for Special Services to release information to faculty, parents, and outside agencies. All learning disabilities assessment records are scanned and stored along with summary reports in perpetuity.
Analysis and Evaluation

The College ensures a high standard for confidentiality, security, and maintenance of student records. Student academic and registration records for all LACCD campuses are maintained within the LACCD Student Information System by district staff. Data are backed up daily and are recoverable through appropriate district protocols. Students access their own information by entering their student identification number and personal identification number through the student portal. LACCD employees access student records through the district interface or DEC (named for the company that created the program) using their user name and password.

The Health Center server is located on campus and is backed up daily. It is covered by a maintenance contract that provides immediate support upon notification. The Financial Aid Office data and digital images are housed on their own separate servers outside of the college’s server and are managed by the college’s IT staff. College IT staff backed up the servers nightly. All college staff members, who worked directly with student records, are trained in record confidentiality and security. The records in the Office of Special Services are scanned and stored at the College.

Standard II.A Evidence List

II.A.1: Educational programs information in the catalog, pp.73-142 – pshare ID 2055
II.A.2: IGETC Pattern – pshare ID 1770
II.A.3: CSU GE Breadth Plan – pshare ID 1771
II.A.4: Degree and transfer information in the catalog, pp.65-71 – pshare ID 2045
II.A.5: LACCD Board Rule Chapter VI Article II – pshare ID 208
II.A.6: LACCD Administrative Regulation E-64 – pshare ID 55
II.A.7: Pierce College Integrated Planning Calendar 2013-2026– pshare ID 1981
II.A.8: EPC Charter – pshare ID 1758
II.A.9: Datasheets for 2014-2015 annual program plans – pshare ID 209
II.A.10: Approved Institution-set Standards – pshare ID 573
II.A.12: 2016-2017 APP Template for Academic Affairs – pshare ID 505
II.A.13: Anthropology 101 Sample Course Outline – pshare ID 308
II.A.14: Curriculum Process – pshare ID 307
II.A.15: Course Outline Update Schedule – pshare ID 446
II.A.16: Curriculum Committee Technical Review Charter – pshare ID 712
II.A.17: Article 19 of the Agreement – pshare ID 305
**Conclusion**

The College meets the Standard.

**Evidence**

II.C.7-1: Screenshot of CCC Apply webpage
II.C.7-2: Non-Instructional Program Review for LASC Admissions Office
II.C.7-3: Minutes from fall 2015 SSSP Meeting
II.C.7-4: List of Assessment Instruments Approved by the CCCC0
II.C.7-5: CCC Validation Methodology

**II.C.8** The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

**Maintains Student Records Permanently, Securely, and Confidentially**

The College maintains student records permanently, securely, and confidentially, with secure backup of all files.

- The College was founded in 1967. All student transcript records prior to 1974 are stored on campus in a secured area. As of 1974, all student transcript records in the District database are electronic and are stored, maintained, and backed up by the District. The colleges have approved personnel who have access to these records through the Student Information System (SIS) and are trained in Federal Educational Rights and Privacy Act (FERPA) regulations (II.C.8-1: Screenshot of the SIS system; II.C.8-2: FERPA Regulations).
- In addition to student transcripts, the College uses the Viatron imaging system to store hard copies of student transcripts that they submit from other institutions and hard copy admissions-related documents, such as add and drop cards (II.C.8-3: Copy of imaged document).
- In accordance with Board Rule 27, Use of District and College Facilities, all employees and students using computing facilities are expected to operate within the bounds of federal and state law and District policies and standards. All existing District rules, regulations, and policies apply to the use of computing facilities, including those that apply generally to personal conduct (II.C.8-4: BR-27 Use of District and College Facilities).
- In accordance with Board Rule 28, the District’s Network Security Policy, each individual user of these facilities (LACCD employees) is expected to exercise responsibility, use computing resources ethically, and respect the rights and privacy of others. District employees are given security access to the SIS system appropriate...
for their job duties. The purpose of the Network Security Policy (NSP) is to promote management practices that will ensure the security and reliability, confidentiality, integrity, and availability of organizational information resources. The Dean of Student Services must approve all access to student information in advance. Employee passwords must be changed regularly. An employee’s Microsoft Windows access is password protected and staff is informed that passwords cannot be shared (II.C.8-5: BR-28 Network Security Policy).

- All students are required to provide photo identification before confidential information will be shared or updated, in an effort to ensure that FERPA regulations are adhered to (II.C.8-2: FERA Regulations).
- For the purpose of complying with the classification of records policy contained in Board Rule 7708 and the destruction of records policy contained in Board Rule 7709 (which holds true for all records in the Student Services Division), Admissions and Records documents are classified in accordance with E-99 Classification of Admission and Records Documents. All documents containing student identification numbers are shredded if they do not need to be retained or have been maintained past their date of use (II.C.8-6: Board Rule 7708 Classification of Records; II.C.8-7: Board Rule 7709 Destruction of Records; II.C.8-8: E-99 Classification of Admission and Records Documents).
- The College publishes its release of record policy in the college catalog and follows established policies for release of student records, as outlined in FERPA (II.C.8-9: LASC 2015-2016 College addendum).

Analysis and Evaluation

The College follows the LACCD Administrative Regulations and follows explicit security measures for staff to provide security of student records. The policy for this practice is listed in the college catalog. Imaging equipment is available (Viatron) for permanent storage. In addition, the District provides training for the Admissions supervisor and staff on a regular basis. The office follows the protocols on a regular basis.

Students can access their own records via the SIS that only requires their password to get into the system for much of their information. It should also be noted that staff utilize passwords to get into systems securing student records. Currently, there is no dean over this area. A new Vice President of Student Services will arrive at the campus in early 2016, and one of the first priorities will be to hire a Dean of Student Services that will have responsibility for this area. The College publishes and follows established policies for release of student records.

Conclusion

The evidence demonstrates that the College meets this Standard.
lower assessment scores and provide remediation in English and math through the Academic Connections Department.

In Summer 2015, the College moved to full implementation of Accuplacer for all new, nonexempt students as part of the onboarding process (assessment, counseling, and orientation). Given the available online resources and courses available through Academic Connections, the College recognized the need to adjust its retesting policy. The College revised its retesting policy to allow students to retest once a term, not to exceed four times a year.

II.C.7. Evidence

II.C.7-1 Board approval of move to CCCApply
II.C.7-2 A&R Admission Application
II.C.7-3 Program Review
II.C.7-4 A&R SAO assessment report
II.C.7-5 ARC minutes December 15, 2015
II.C.7-6 SSSP Committee minutes
II.C.7-7 2015-16 SSSP program plan
II.C.7-8 LACCD Student Survey
II.C.7-9 CCCCO Standards for Evaluation of Assessment Instruments
II.C.7-10 List of approved instruments California Community Colleges Approved Assessment Instruments, Spring 2015
II.C.7-11 APMS Placement Criteria
II.C.7-12 APMS placement report
II.C.7-13 English and Math Course Sequence
II.C.7-14 Accuplacer preparation online
II.C.7-15 Testing schedule
II.C.7-16 McGraw Hill locater test report
II.C.7-17 Validated by CTB/McGraw Hill

II.C.8 The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

Evidence of Meeting the Standard

The College maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. As part of the Los Angeles Community College District (LACCD) Student Information System (SIS), student records are backed up and maintained at the Educational Services Center (ESC). Both the District and Los Angeles Trade-Technical College (LATTC), comply with federal and state law through established policies and procedures governing student records and the control of personally identifiable information (II.C.8-1). The College adheres to the confidentiality standards required in the Family Educational Rights and Privacy Act (FERPA) and California Code of Regulations, Title 5 (II.C.8-2). No student records, including directory information are released without the written consent of the student concerned except as authorized by law. All student records maintained by the various College offices and departments, other than those specifically exempted by law, are open to inspection by the student concerned.
The Admissions and Records Office maintains all student records, both permanent and optional, in a secured area ensuring their security and confidentiality. The College adheres to District Board Rules in regards to the classification and destruction of records (II.C.8-3). Pursuant to Title 5, sections 54606-546008 and 59020-59029, records are classified as permanent (Class 1), optional (Class 2), or disposable (Class 3). Following Title 5, the LACCD Board created a classification of Admission and Records documents (II.C.8-4). Class 1 documents are stored permanently in the database after they have been scanned, and original paper records are reclassified as Class 3. The College retains Class 2 records indefinitely unless reclassified as Class 3. Class 3 records are stored for three years in the College warehouse and then are destroyed. Paper records that have not yet been scanned are stored in locked containers in College offices accessible only by staff.

Admissions and Records staff attend LACCD General Counsel’s workshops on confidentiality, security, and maintenance of student records (II.C.8-5). At the Admission and Records Office counter, all students are required to provide a valid government-issued identification card (with picture) to confirm their identity. Students may access their own English and math placement results as well as academic transcripts by using the web-based SIS, which is password protected. LATTC staff have access to these records using the SIS as authorized by LACCD Administrative Regulation B-28 (II.C.8-6).

To obtain access to the SIS, staff members must receive authorization. This access is only granted after the Department Supervisor, appropriate vice president, and the College Information Technology (IT) Director reviews and approves the request form (II.C.8-7). The SIS requires individual staff members to login and enter a user name and unique password to view or perform transactions. The College assigns various levels of access to personnel based on their respective scope of responsibilities, and IT maintains this access list (II.C.8-8). In particular, temporary and student employees are strictly prevented from having privileged access to change their records or those of their classmates. The District SIS has a reporting system that allows for tracking transactions on student records by user identification.

Student records are imaged and saved on the College server. College staff members are assigned different security levels to access to records. The District has policies for keeping student records, providing transcripts, and securing those records (II.C.8-9). Students are provided information on how to request transcripts in the College Catalog and online (II.C.8-10, II.C.8-11).

The Admissions and Records Office tracks student requests for transcripts. Students submit a request to Admissions and Records either in hard copy or electronically (II.C.8-12, II.C.8-13). The request is entered into DEC (named after the company that created the program) to document the date of submission, and physical copies are either picked up or mailed as requested by the student. In 2013, the District outsourced online official transcript ordering through National Student Clearinghouse, a company providing online ordering through a secure network. The majority of students (85.4 percent) say that they are satisfied with the services provided by Admissions and Records (II.C.8-14).

The College scans paper records in the Viatron imaging system. Viewing access to imaged documents is limited to authorized personnel in Admissions and Records, Counseling, Assessment Center, and Financial Aid. Administrative access to the imaging system is limited to authorized personnel in Admissions and Records, Counseling, Assessment Center, Financial Aid and IT (II.C.8-15). For additional security, the vendor (Viatron Systems) keeps a copy of the records on the secure document imaging system (II.C.8-16). Admissions and Records staff will scan incoming documents from 2009 to
present. To provide further protection against identity theft, all students are identified by a student ID number that is not their social security number.

Social Security numbers are not required when a student applies to the College; however, if a student applies for financial aid a social security number is needed. The Financial Aid Office uses Social Security numbers to identify students, and students are required to show their Social Security number and have it attached to their student record through the Admissions & Records Office.

Student financial aid records are imaged and saved on the College server. Staff are assigned different security levels to access financial aid records. As discussed above in the section on the Admissions and Records Office, all students are required to provide picture identification to confirm their identity at the Financial Aid Office counter. Since financial aid records are accessed with Social Security numbers, screen protectors have also been installed on all monitors used at the counter.

In 2014, LATTC changed its student healthcare provider from Mosaic to St. John’s Well Child and Family Center (refer to Standard II.C.2 and II.C.3). LATTC owns all student health records and St. John’s Well Child and Family Center is the custodian of those records (II.C.8-17). St. John’s Well Child and Family Center is responsible for including appropriate documentation and using responsible medical record practices that maintain security and privacy of records as required by HIPAA. Under the direction and protection of College’s IT Department staff, the Electronic Medical Records system is backed up daily on the Student Health Center server (II.C.8-18). The release of records requires a written consent; signed by the patient, directing the Student Health Center to release records in accordance with federally mandated guidelines (II.C.8-19).

The College maintains assessment results in a secure database with access limited by individual login. All areas providing counseling services track student appointments in the Student Appointment Record System (SARS) database, which is generated by the SARS-GRID program—a student appointment-scheduling package from SARS Software Products, Inc. SARS counseling notes are protected, requiring a counselor sign-on password in order to access a student’s counseling record (II.C.8-20). The SARS database has limited access that requires user login to computers connected to its server. Data from Pathways to Academic, Career, and Transfer Success (PACTS) Plan sessions is compiled and a copy of the data is sent to the Office of Institutional Effectiveness.

Programs and services that utilize District software follow the same access guidelines as described above. Additionally:

- In the Child Development Center, children’s files are maintained for eight years, which is the California requirement, and are locked in confidential cabinets. Parents may make a written request to obtain a copy of their child’s file.
- In Athletics, student medical forms are kept in the athletic trainer’s office and Form 1 and Form 3 are kept in the Athletics Office and scanned.
- The Financial Aid Office adheres to federal and state law and regulations and follows FERPA and the Buckley amendment with regard to the student record policy.
- Applications for Associated Student Organization positions are filed away in a locked office.
- Extended Opportunity Programs and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) developed an in-house database to maintain information about its students. Access to the database is controlled and only given to those who need it. The program conducts regular training to ensure that all staff are aware of the importance of
maintaining student privacy and adhere to all applicable federal and state laws, as well as local Board policies (II.C.8-21).

- In GAIN/CalWORKs, each student is given an individual confidential file in the GAIN/CalWORKs Office. Counselors and staff access student files to obtain student information as needed. Files are locked up in the cabinet at the GAIN/CalWORKs Office when they are not in use. Records are not released to any parties. All student workers are required to sign a confidentiality form before the start of their work assignment.

- The University Transfer Center maintains an in-house database to maintain and track students interested in transferring to a four-year college and university. Counseling staff and career guidance counselor assistants have access and update responsibilities. The program conducts regular training to ensure that all staff are aware of the importance of maintaining student privacy and adhere to all applicable federal and state laws as well as local Board policies.

- The Disabled Students Programs and Services (DSPS) Department maintains an internal database to maintain and track students. DSPS also has a secure locked file room that houses all confidential student files.

The College publishes and follows established policies for release of student records and follows FERPA standards on confidentiality and release of records to parents and others. Written authorization from the student is required for release of records (II.C.8-22). All student records, other than those specifically exempted by law, are open to inspection by the student concerned. A student may challenge the accuracy or appropriateness of these records through the Admissions and Records Office in writing. Directory information is released based on student authorization through the College application or Release of Directory Information form to individuals and the military for recruitment purposes.

Analysis and Evaluation

Evidence demonstrates the College meets this Standard. The College ensures a high standard for confidentiality, security, and maintenance of student records. Student academic and registration records for all LACCD campuses are maintained within the LACCD Student Information System by District staff. Data are backed up daily and are recoverable through appropriate District protocols. Students access their own information by entering their student identification number and personal identification number through the student portal. LACCD employees access student records through the District interface or DEC using their user name and password.

Financial Aid Office data and digital images are housed on their own separate servers outside of the College’s server and are managed by the College’s IT staff. College IT staff back up the servers weekly. All College staff members who work directly with student records are trained in record confidentiality and security. The College publishes and follows established policies for release of student records. District policies are also in place to limit authorization of access to student records except under specific circumstances and for the protection of confidential student information.

II.C.8. Evidence

II.C.8-1 LACCD Board Rules, Chapter VII—Article VII 7700, 7703.13, 7705
II.C.8-2 Title 5 of the California Code of Regulations Code
II.C.8-3 Board Rule 7708 and 7709
II.C.8-4 Administrative Regulation E-99
II.C.8-5 PPT of OGC training
II.C.8-6 LACCD Administrative Regulation B-28
II.C.8-7 DEC Access Form
II.C.8-8 DEC Access
II.C.8-9 Board Rule, Chapter VIII, Article IV
II.C.8-10 College Catalog p. 34
II.C.8-11 Transcript Request webpage
II.C.8-12 Transcript Request form
II.C.8-13 Online Transcript Request form
II.C.8-14 LACCD Student Survey Results 2015, #19a
II.C.8-15 Screenshot of access to Viatron documents and system
II.C.8-16 Screenshot of Viatron process of record keeping webpage
II.C.8-17 Agreement with St. John’s Well Child and Family Center Family and Well Child
II.C.8-18 Evidence of medical records backup
II.C.8-19 Health Insurance Portability and Accountability Act
II.C.8-20 Evidence of counseling notes security
II.C.8-21 EOPS/CARE training
II.C.8-22 Release form
eliminate disproportionate impact by using multiple measures, including survey questionnaires and past educational experiences.

### Analysis and Evaluation

In the future, the College is considering adopting the State’s common assessment tool for English and Math placement. In spring 2016, a limited number of students will be placed using **CalPASS Plus multiple measures**, which uses a student’s high school transcript to provide English and Math placement. As a comparison, these students will take the Accuplacer Online math and English assessment. Then their performance will be tracked in math and English courses during the summer and/or fall 2016 semesters.

**II.C.8 The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.**

### Evidence of Meeting the Standard

As part of the LACCD Student Information System, student records are maintained and backed up at the District office. The District and LAVC, in compliance with federal and state law, have established policies and procedures governing student records and the control of personally identifiable information. The College adheres to strict confidentiality standards as stated in the Family Educational Rights and Privacy Act (FERPA) and **Title 5 of the California Education Code**.

The Office of Admissions and Records maintains student programs and student master files, including cumulative records. All permanent and optional records maintained by the College are kept there in a digitized system and are updated daily. Records are backed up on the College’s server as well as an off-site server-imaged system and backed up at an offsite location. The College also maintains a confidential and secure housing environment and provision for a secure back up for all records pertaining to student discipline and grade grievances. The College President is charged with ensuring that the College maintains a cumulative record of enrollment, scholarship, and educational progress for each student (**II.C.32 Board Rules Chapter VIII, Article IV**).

No student records, other than directory information, will be released without written consent of the student except as authorized by the law. In addition, no Directory Information will be released regarding any student who has notified the Records Offices in writing that such information shall not be released. LAVC keeps a log, maintained by the Records Officer, of persons and organizations requesting or receiving student record information (**II.C.33 Board Rules Chapter VII, Article VII**).

LAVC releases student records, including discipline records, in accordance with FERPA and District guidelines. Each office has standard procedures that are followed for the release of information. By District definition, the only student services departments that maintain records are Admissions and Records, the Student Health Center, and the Office of Ombudsperson.
To ensure that staff members are continually trained in the area of records confidentiality, admissions staff members attend the LACCD legal counsel’s workshops on confidentiality, security, and maintenance of student records. For security of student records and to comply with legislation, the District uses student ID numbers instead of social security numbers. Information on the release of student records is published in the LAVC Catalog (II.C.34 LAVC Catalog p. 172).

Students may access their own English and math placement results as well as academic transcripts by using the Web-based Student Information System which is password protected. College staff have access to these records, which are also password protected, as authorized by LACCD regulations (II.C.35 LACCD Administrative Regulation B-27).

Student academic and registration records for all LACCD campuses are maintained within the LACCD Student Information System by District staff. Data are backed up daily and are recoverable per District protocol. Students access their own information by entering their student identification number and personal identification number (PIN) through the student portal. LACCD employees access student records through the District interface or DEC (named after the company that created the program) using their user name and password.

Student financial aid records are imaged and saved on the College server. Staff are assigned different security levels to access financial aid records. At the office counter, all students are required to provide a picture ID such as a driver’s license, passport, or student ID to confirm their identity. The Financial Aid Office data and digital images are housed on their own separate servers outside of the College’s server and are managed by LAVC and District IT. The servers are backed up weekly. Staff are trained in record confidentiality and security.

**Analysis and Evaluation**
The College maintains student records appropriately and ensures their confidentiality and security.

**Action Plan:**
Develop templates with clear educational and career pathways to ensure information on degree and certificate requirements is consistently provided by all departments.

**EVIDENCE FOR STANDARD II.C**

II.C.1 ACE Program Review

II.C.2 Health Center Survey

II.C.3 Student Health Center Goals

II.C.4 2015 Workshops and Events

II.C.5 EOPS Student Satisfaction Survey 2015

II.C.6 Cross Walk Training Flyer

against disproportionate impact in placement.

As a CAI pilot college, West is at the forefront of assessment and placement reform and will continue to evaluate its policies and the placement instrument. The College is currently evaluating its assessment retest policy so that students who receive a given placement have the opportunity to brush up on math and English skills and then retest again without having to wait for a protracted period. Δ

**Standard II.C.8**

*The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.*

**Evidence of Meeting the Standard:**

West Los Angeles College maintains student records securely and confidentially in accordance with Los Angeles Community College District Board policies. 103 The College adheres to strict confidentiality standards as stated in the Family Educational Rights and Privacy Act (FERPA) and California Education Code (Title 5 of the California Code of Regulations). 104 The admission and records office follows District policy on retention, destruction, and release of student records. 105 Admissions supervisors monitor document imaging practices and review confidentiality policies with new and current employees. (California Education Code sections 76220 and 76232).

The District’s Student Information System, DEC, maintains student academic and registration records for all nine campuses. Two interfaces, known as DEC and SIS, provide controlled access to the same Student Information System. Students can see and print their own records on the District website; this password-protected portal is referred to as SIS. Authorized employees view and change student records through DEC.

To ensure confidentiality, DEC requires an access code. There are two types of access: view only access and access that permits the user to change a record. Through a multi-level approval process, 106 West assigns both types of access based on the nature of the employee’s job.

The District’s Information Technology Department services DEC and stores the

103 Board Rule 8401.11
104 Student Records and Directory Information and Family Education Right and Privacy Act (FERPA), Catalog, page 13
105 Board Rule 7708, Permanent Records, 7708.11, Optional Records, and 7708.12, Disposable Records; Board Rule 8401.11
106 IT DEC Access Form
records held there in accordance with customary information systems procedures, including daily backup to ensure that data are completely recoverable.

Most student records are created and held in DEC. Materials that are not official records, such as requests for transcripts, are kept only as long as needed and destroyed once the request has been processed. Admissions personnel enter records into a Viatron document imaging system and then destroy the paper records in keeping with destruction policy. Viatron includes such records back to 1998.

Older records, back to 1974, are stored in the unoccupied former bookstore. In its 2014-15 program review, the office of admissions noted that the cardboard banker’s boxes holding the records were deteriorating, and the College has contracted with Viatron to move these records into fireproof metal cabinets which will be kept in the former bookstore. This building is surrounded by a locked fence and is itself locked. Only the president, facilities director and dean of admissions have keys.

Analysis and Evaluation:
The College meets this Standard. Electronic record storage facilitates the permanent, secure, and confidential storage of student records. The District is

in the process of upgrading the DEC system to be more useful and stable. Viatron has decades of experience providing document imaging and indexing services to dozens of colleges and universities. Through its competitive bid process, the District has determined that Viatron should be among the first companies considered for this type of service; it has long had a spot on the District’s “Master Agreement” list (Contract #50302).

West publishes established policies for release of student records online and in the Catalog. (ACCJC Policy on Institutional Advertising, Student Recruitment, and Representation of Accreditation Status)
## Changes and Plans
### Arising Out of the Self Evaluation

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<td>Implement Expressway to facilitate student completion of assessment, orientation, education plan, and other services</td>
<td>II.C.5, II.C.6</td>
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<td>CSUDH Pathways Partnership</td>
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<td>Implement the Four Cornerstones for success (expanded MMAP)</td>
<td>II.A.6, II.C.7</td>
<td>SSSP, Language Arts Division, Math Division</td>
<td>Begin Fall 2015, and ongoing</td>
<td>More rapid progression of students through basic skills to college level English and math</td>
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<td>Integrity of educational records</td>
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<td>Admissions and Records</td>
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## FUTURE PLANS FROM THE SELF-EVALUATION PROCESS

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<td>Assessment Retest Policy</td>
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