

**Detailed Update: College Recommendation 4, College Catalog, 12/8/2016
Submitted by Kristina Heilgeist, Schedule/Catalog Specialist**

In order to meet the standards, the team recommends that the College demonstrate a practice of preparation, review, and publishing the College Catalog at an appropriate time and with a level of accuracy to assure student success. (II.B.2)

II.B.2. The institution provides a catalog for its constituencies with precise, accurate, and current information concerning the following:

a. General Information

- Official Name, Address(es), Telephone Number(s), and Web Site Address of the Institution
- Educational Mission
- Course, Program, and Degree Offerings
- Academic Calendar and Program Length
- Academic Freedom Statement
- Available Student Financial Aid
- Available Learning Resources
- Names and Degrees of Administrators and Faculty
- Names of Governing Board Members

b. Requirements

- Admissions
- Student Fees and Other Financial Obligations
- Degree, Certificates, Graduation and Transfer

c. Major Policies Affecting Students

- Academic Regulations, including Academic Honesty
- Nondiscrimination
- Acceptance of Transfer Credits
- Grievance and Complaint Procedures
- Sexual Harassment
- Refund of Fees

d. Locations or publications where other policies may be found

Actions Taken to Resolve the Deficiency

The College Catalog is published timely and the contents are accurate (II.B.2).

Timeliness and accuracy of the published College Catalog have improved since changes in staffing were executed and a digital catalog implemented. Cleanup of errors in the curriculum occurred throughout spring and summer of 2015, and was complete by June 30.

The College has made considerable process changes to improve the timeliness and accuracy of the catalog:

- The catalog now has administrative oversight in Student Services. The role of Instruction is to develop and maintain the instructional curriculum and programs.
 - **Update:** A Student Services Catalog Specialist position was created and filled to ensure additional time and focus can be devoted to accuracy and timely publication.
- An audit of the state approval status of all curriculum has been completed by the new Catalog/Schedule Specialist, with support from the Articulation Officer and a counselor. The 2015-16 courses are now accurately described in the college catalog.
 - **Update:** An additional audit was performed in March 2016 to certify State regulatory compliance of CHC's full program anthology. Findings were reported to a conglomerate of Campus officials representing administrative offices including, but not limited to, Counseling, Admission & Records, Evaluators, Curriculum, and Instruction. An agreed upon action plan was put into effect, and all audit exceptions were addressed and corrected by April 2016.
 - **Update:** Catalog & Data Schedule Specialist is working closely with District Computing Services and SmartCatalog vendor to implement a one-way integration between the online catalog and Ellucian to ensure data integrity.
 - The TESS Director of Administrative Application Systems has discussed the data extract requirements with the Catalog vendor.
- An audit of the current list of open courses is now underway, and the course inventory will be updated. Outdated courses and those that will no longer be offered will be archived and/or removed.
 - **Update:** All courses not offered in two plus years were identified by the Catalog & Scheduling Data Specialist and submitted to Instructional Faculty for their review.
 - Department heads have identified those courses listed that are not anticipated to be offered in the foreseeable future.
 - Courses identified as such are in the process of being closed through the proper Curriculum channels.
 - Additionally, courses were identified that are intended to be offered but will require Substantial changes (as defined by the Program and

Course Approval Handbook issued by the State Chancellor's Office) before being offered.

- Associated curriculum is currently being reviewed and has been moved to a pending status pending modification.
- The application for state approval of courses has been reassigned to the Articulation Officer.
 - **Update:** Reassigned to the newly appointed Catalog & Schedule Date Specialist housed within Student Services to ensure all courses receive the proper State approval prior to publication in the catalog.
- The catalog committee has now become a work group. The work group has instituted open labs with all participants in the catalog development process. Technical support is provided to content experts, who use the open lab time to update and maintain catalog content regarding state regulations, curriculum, policies, and procedures.
 - **Update:** Open labs have been held on an ad hoc basis as revisions and updates have afforded necessity. Regularly scheduled open labs will be held at reasonable intervals beginning in Spring 2017.
- The workflow has an approval process - from the content expert to the appropriate manager, then to the catalog specialist. The college catalog workflow allows units to update their information throughout the year, with oversight by the Catalog/Schedule Specialist.
 - **Update:** Annual refresher training for all end users has been scheduled for Spring 2017. The refresher courses will be made available on a biannual basis.
- Updates to the catalog can be made electronically throughout the year for publication in the subsequent year. The updating process occurs offline so that it does not impact the status of the currently published catalog.
 - **Update:** A proposed timeline has been presented to the vendor hosting CHC's online catalog to automate the rollover of each year's catalog so a base version for the upcoming year can be readily available each Fall to allow adequate time for review and material updates.
 - **Update:** A secondary timeline is being established to identify due dates for each area of the catalog that will coincide with updated due dates within divisions and areas such as Curriculum submission deadlines.
- The catalog is printable, searchable, and also accessible. It is customizable to the student; users are able to create their own logins and create a personalized document.
 - **Update:** A training session was facilitated by the Catalog & Schedule Data Specialist and the Dean of Student Services & Development to train Counseling staff on the use and potential applications of the "My Catalog" tool and Catalog search feature. Counseling staff was encouraged to promote the utilization of these functions with their students.

- All counselors in attendance were asked to complete a brief survey on the affability of the online catalog.
 - Based on the responses received, revisions were made to the 2016 / 2017 catalog in areas such as formatting, the combining of *parent and child* pages, and the process of how embedded documents are opened.
 - Additionally, beginning in the 2017 / 2018 catalog, Program Sheets identifying each program’s pathway(s) will be embedded directly in the catalog, and made available on the corresponding Program’s page as a PDF for convenient printing by both students and Counseling staff.
 - **Update:** In conjunction with the Professional Development Coordinator, the Catalog & Schedule Data Specialist will be hosting workshops open to students, counseling, faculty, staff, and administrators on the use of the “My Catalog” tool and Catalog search feature.
 - Feedback will be solicited on ease of use, as well as proposed improvements.
 - Incoming students are encouraged to attend as well.
- A search feature has been made available on our website that allows individuals to pinpoint specific information in our catalog with ease.
 - **Update:** Please refer to updates associated with previous bullet point. Search feature is being readily promoted in conjunction with the “My Catalog” tool.

The *go-live* date for the new online catalog was July 1 2015. July 1 will also continue to serve as the annual archival date for the previous catalog. Addenda will be published electronically.

- **Update:** The 2016 / 2017 Catalog was published and made available to the public on June 24th, 2016, approximately one week ahead of schedule.

Analysis of Results Achieved to Date

The 2015-16 online catalog was published in May 2015, well before past publication dates.

To determine the extent to which issues of accuracy were addressed, the Dean of Student Support and the Interim Dean of the Office of Institutional Effectiveness, Research and Planning distributed a survey to a small sample of stakeholders, including counselors, instructional faculty, students and staff. All respondents agreed or strongly agreed that the online catalog is user-friendly, a helpful resource, and easy to locate on the CHC website.

The College is publishing the College Catalog in a timely fashion. The course, degree and certificate content has been reviewed and edited, and the accuracy of the information has improved. The College has fully addressed this deficiency.

Evidence of the Results

- C.4.a. Crafton Hills 2015-2016 Catalog
- C.4.b. Fall 2015 Survey: College Catalog

Additional Plans Developed

The College will continue to make alterations to the catalog production process and to fine-tune the final product. A new digital workflow and tracking procedure will be designed and implemented that will enable the College to specify department ownership for specific sections of the catalog and that will ensure accuracy and collaboration. This will include an accountability feature that will ensure all information published in the catalog is reviewed annually.

In response to the survey results, the College will relocate the current and archived catalogs on the website to make them more easily accessible from the College website front page.

An expanded survey to gauge the accuracy and timeliness of the College Catalog will be distributed to multiple campus stakeholders in fall 2016. The catalog work group will make improvements indicated by the results of the survey.

- **ADDITIONAL UPDATES:**
 - Historical Catalogs: PDF versions of historical catalogs dating back to 1979 are now available at <http://www.craftonhills.edu/academic-and-career-programs/college-catalog/previous-catalogs.php>
 - Catalog Homepage: CHC's Webmaster will be transferring maintenance of the Catalog homepage to the Catalog & Schedule Data Specialist housed within Student Services once all historical data has been migrated. This will expedite the corrections of all catalog related access concerns by guaranteeing grievances are properly routed.
 - Notification of Course Transferability: A matrix has been added to the catalog beginning in the 2016 / 2017 publication clearly identifying all approved C-IDs, noting each's formal naming conventions and listing the associated CHC course(s). Please refer to: <http://craftonhills.smartcatalogiq.com/en/2016-2017/Catalog/Section-VII-Courses/Course-Transferability>