### Accreditation Response Matrix

<table>
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<tr>
<th>Recommendation # 5</th>
<th>Lead Persons</th>
<th>Team Members</th>
<th>Activities</th>
<th>Self Study References Related Recommendations</th>
<th>Resources</th>
<th>Evidence</th>
<th>Timelines</th>
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</thead>
</table>
| Student Support Services | Jorge Bell                     | Barbara Hernandez  
Chris Jackson  
Karen Grant  
Kathleen Mitchell  
Maria Heredia  
Marylou Leyba  
Michael McPartlin  
Roland Montemayor  
Terrance Hall  
Veronica Hunnicutt  
Shanelle Williams | Workgroup meetings;  
Read Accreditation Report; take the WASC Exam; Identify, clarify and consolidate the progress undergoing SLO assessment; Develop standard template to record Student Services SLO's; Start and SLO binder of good practices; Determine a timeline when SLO's will be completed in Fall Semester; Master Calendar for ongoing SLO development, analysis and continuous improvement. | (II.B.1, II.B.3, II.B.3.a,c,d,e,f and II.B.4)  
Related Recommendations:  
#2 Planning/Ins.Eff  
#3 Program Review/Inst.Effect.  
#4 SLO/Instruction  
#6 HR/SLO eval  
#8 Phys. Resources  
#9 Technology | Betty Inclan  
Ted Alfaro |                       |                                             | Progress Report due August 3rd with Matrix filled out |

**Remarks:**

- Identify intended SLO's for the courses, programs, general education, certificate & degrees.
- Develop, implement and analyze results of assessment.
- Use results for robust dialogues and continuous improvements.
- Use results for alignment or college priorities for continuous improvements.
- Systematically assess students support services using SLOs & other measures.
- Communicate plans for delivery and prioritization of student services regardless of location or means of delivery.

**Related Recommendations:**
- #2 Planning/Ins.Eff
- #3 Program Review/Inst.Effect.
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- #8 Phys. Resources
- #9 Technology