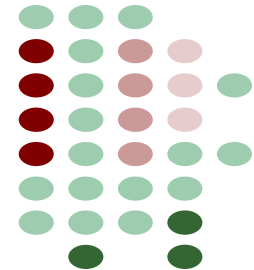




2015/2016 Action Plan

San Diego Community College District

District Student Services Division



September 2015

Student Services Division

Mission

District Student Services ensures continuity of service delivery among the colleges and continuing education with respect to various programs and services, as well as policies and procedures. Our goal is to provide students with a positive educational experience by maintaining consistency of processes, access to information and resources as well as support services. The office also ensures compliance with State and Federal laws and regulations. Responsibilities of the department include services to students with disabilities, outreach to high schools and the community, supporting the college departments, administration of the student information system as well as maintaining and processing all permanent academic records and information related to students.

Core Values

TO ensure consistency and quality of student services processes for all students, districtwide.

TO ensure that all information communicated to the college community is clear, accurate, timely and meaningful.

TO ensure compliance with all state and federal laws pertaining to students and student records.

TO foster a collaborative team effort in student services, districtwide, to provide excellent services to students.

TO ensure integrity and accountability in the application of policies and procedures so that all students are treated fairly and equitably.

Overarching Goals

1. Deliver timely and accurate support services to all students to ensure equity in student success.
2. Ensure compliance and timely response to State mandates.
3. Provide leadership, expertise and support to the college community.
4. Employ high quality and integrity standards in processes for generating, managing and using data and information.

Mission

District Student Services ensure continuity of service delivery among colleges and continuing education with respect to various programs and services, as well as policies and procedures.

Core Values

1. Consistency and Compliance
2. Quality of services
3. Integrity/Ethics
4. Accountability
5. Continuous Improvement
6. Innovative ideas for future planning

Action Plan 2015-2016

Goals	Key Activities	Indicators & Measures
<p>1. Ensure compliance and timely response to State & Federal mandates. Examples: MIS reporting, Title 5, SB1456 etc.</p> <p>(Division Goal 2)</p>	<p>1.1. Analyze, plan, design, and respond to statewide mandates. 1.2. Test, train, communicate, and implement State mandates for Student Services including the new MIS Date Elements, SB 1456, and Student Success & Support Program (3SP) requirements for Continuing Education; Common Assessment, etc.</p>	<p>1.1. 2015/16 projects successfully implemented and/or processes changed. (e.g., zero rejects in MIS submission) within scheduled time-frame and budget. 1.2. All scheduled trainings completed. 1.3. All reports to the State submitted on time. 1.4. Zero audit exceptions.</p>
<p>2. Improve efficiency through technical solutions. Examples: Interfaces with Administrative System or stand-alone systems.</p> <p>(Division Goal 3)</p>	<p>2.1. Analyze business processes to determine necessary improvements for efficiencies. 2.2. Develop project and implementation plan. Coordinate technical specifications with Information Technology. 2.3. Define and implement State mandates.</p>	<p>2.1. 2015/16 projects successfully implemented and/or processes successfully changed within scheduled timeframe and budget. 2.1.2. Develop and maintain training manuals and/or user guides. 2.2. Soliciting information from colleges and debriefing after project implementation. 2.3 Coordinate efforts with the colleges.</p>
<p>3. Provide leadership and expertise to the college community.</p> <p>(Division Goal 3)</p>	<p>3.1. Communicate effectively and maintain consistency in the interpretation and application of district policies & procedures. 3.2. Recommend changes to district policies approved by Board of Trustees. 3.3. Recommend improvement to district procedures. 3.4. Respond to requests/inquiries/training needs. 3.5. Provide necessary forms and documentation to ensure business processes are clear and efficient.</p>	<p>3.1. Ensure the business processes are clearly articulated and defined. 3.4. Respond to inquiries and training needs for Student Services district-wide. 3.5. Compliance and distribute operating procedures and supporting documentation prior to implementation.</p>
Goals	Key Activities	Indicators & Measures
<p>4. Provide leadership and guidance to support a new</p>	<p>4.1. Identify and communicate new business processes and future unsupported business processes in</p>	<p>4.1.1. Identify current and new business processes for Student Services functionality and specifications.</p>

<p>Administrative System (PeopleSoft).</p> <p>(Division Goal 3)</p>	<p>anticipation of a new Administrative System.</p> <p>4.1.2 Testing of conversion, configuration, customizations, user acceptance and ongoing system integration.</p> <p>4.1.3 Training of users to include User Productivity Kit and training materials.</p> <p>4.1.4 Communication Plan to students, faculty and staff on new Administrative System.</p> <p>4.1.5 Develop accurate and comprehensive security set up and processes post go live.</p> <p>4.1.6 Identify ongoing support, maintenance and processes for the Campus Solutions system.</p> <p>4.1.7. Coordinate the implementation of Campus Solutions.</p>	<p>4.1.2. Ensure all current functionality is identified and mapped out in new Administrative System.</p> <p>4.1.3 Training and reference materials provided to the college community.</p> <p>4.1.4 Students, faculty and staff have an understanding of the new business processes and system (in other words, all hell doesn't break loose!).</p> <p>4.1.5 Faculty and staff have the appropriate security.</p> <p>4.1.6, 4.1.7. Stabilization, cross-training or workload shift to support staff involved in the Campus Solutions Administrative system implementation.</p>
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Mission

DSPS assists colleges to provide services and accommodations for students with disabilities to support their student success and to meet the requirements of federal and state non-discrimination laws. The district component assures that policies and procedures are applied equitably at all colleges and continuing education. When efficient, the district supports services district-wide, instead of by the location, in order to meet the needs for accommodations of students with disabilities.

Core Values

1. Equal Access
2. Integrity
3. Collegiality
4. Communication
5. Universal design and innovation

Action Plan 2015/16

Goals	Key Activities	Indicators & Measures
<p>1. Develop replicable processes for providing timely services and programs district-wide</p> <p>(Division Goal 1)</p>	<p>1. Develop and review policies and procedures to meet the changing laws and regulations that support services for students with disabilities - policies for this year include: Academic Accommodations with Disability Discrimination; Service Animals; and Study Abroad.</p>	<p><i>Access</i></p> <p>1.1. Finalize work with legal services (504 Officers and Site Compliance Officers) to update procedures for Academic Accommodations with Disability Discrimination, establish web presence, and present trainings to employees and students</p> <p>1.2. Provide districtwide support for search for Title IX Coordinator and remodel of space in room 275</p> <p>1.3. Evaluate use of Study Abroad processes for reasonable accommodations of students with disabilities.</p> <p>1.4. Update policies and procedures for DSPS to align with new Title V regulations; weights and allocations, and Student Services Automated Report for the Community College (SSARCC)</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information related to DSPS services and budget allocations</p> <p>(Division Goal 4)</p>	<p>2. Develop internal timelines for aligning internal transition to ERP and Title V regulation changes for DSPS.</p>	<p><i>Efficiency</i></p> <p>2.1. Participate in statewide trainings on new Title V regulations; new allocations and weights and SSARCC trainings.</p> <p>2.2. Evaluate Student Equity plans use of DSPS disparate impacts as appropriate.</p> <p>2.3 Evaluate and identify funds to implement database for DSPS information; Clockwork or similar system.</p> <p>2.4 Work with Business Office to develop better reporting throughout the year in preparation for SSARCC EOY report.</p> <p><i>Customer Satisfaction</i></p> <p>2.4. Complete development of student information for website on academic accommodations & disability discrimination and service animals.</p> <p>2.5. Evaluate impact of new appeal process for DSPS student's priority.</p>

Disability Support Programs and Services – Action Plan | 2015-2016

Goals	Key Activities	Indicators & Measures
<p>3. Practice effective communication with college community to assure student access in all programs and services</p> <p>(Division Goal 1)</p>	<p>3. Strategic participation in district-wide committees to represent DSPS issues throughout the colleges and continuing education, such as: Disaster & Safety, Management Council, Distance Ed., and DSPS Council.</p>	<p><i>Innovation and development</i></p> <p>3.1. Attend 100% of Disaster & Safety Comm. meetings and respond to written documents.</p> <p>3.2. Attend/monitor DE meetings to provide feedback & response to access needs.</p> <p>3.3. Advocate for DSPS needs as budget is restored, including district office support</p> <p>3.4. Evaluate impact of new funding model due to statewide changes in Title V and weights and allocations.</p>
<p>4. Seek to improve professional skills of DSPS personnel and the college community that it serves</p> <p>(Division Goal 4)</p>	<p>4. Support professional training and statewide participation in organizations that support access issues for students with disabilities such as; DHH and Mental Health</p>	<p><i>Innovation and Development</i></p> <p>4.1. Attend meetings for DHH, MH, CSSO/CIO and CAPED on state funding and implementation needs.</p> <p><i>Communication</i></p> <p>4.2. Continue ongoing meetings for managers, faculty, and administration as needed related to DSPS and Title V changes.</p> <p>4.3. Support attendance for coordinators and supervisor for professional development opportunities.</p>
<p>5. Seek external funding to support disability accommodation needs of students</p> <p>(Division Goal 1)</p>	<p>5. Develop and maintain grants and contracts to support identified needs in the program in WorkAbility III, College to Career (C2C) and CalWORKs.</p>	<p><i>Growth & Development</i></p> <p>5.1. Support WAIII outcomes for job placement.</p> <p>5.2. Review & monitor functions of CalWORKs and revised documentation needs</p> <p>5.3. Support College 2 Career grant site visit this year; support increased outcomes for job placement.</p>

Mission

Our mission is to provide exceptional service and quality support to the SDCCD academic community, with a particular emphasis towards processes related to student academic records. Our office ensures the accuracy, integrity, and privacy of student records in accordance with federal and state regulation.

Core Values

1. Teamwork
2. Quality Service-Oriented
3. Integrity/Ethics
4. Consistency and Compliance
5. Accountability
6. Innovation-driven

Action Plan 2015-16

Goals	Key Activities	Indicators & Measures
<p>1. Increase numbers of degrees and certificates awarded</p> <p>(Division Goal 1)</p>	<p>1.1. Review barriers to student graduation and recommend solutions.</p> <p>1.2. Review and implement changes to Graduation process provided from Research survey.</p>	<p>Quality of Service and Timeliness</p> <p>1.1. Modifications to degree and certificate program requirements.</p> <p>1.2. Increase graduation rates each semester.</p> <p>1.3. Improve evaluation services for a more effective graduation evaluation process.</p>
<p>2. Implement and monitor the Advising and Graduation modules of Campus Solutions (PeopleSoft)</p> <p>(Division Goal 1)</p>	<p>2.1. Develop, configure, implement and monitor the Advising and Graduations modules within Campus Solutions.</p>	<p>2.1.1. Evaluate current business processes.</p> <p>2.1.2. Develop a new user manual and business processes.</p> <p>2.1.3. Configure Campus Solutions to work for Advising and Evaluations.</p>
<p>3. Improve communications and build relationships with college</p> <p>(Division Goal 3)</p>	<p>3.1. Maintain evaluations website (ongoing and annual).</p> <p>3.2. Provide training via Vice Chancellor.</p> <p>3.3. Invite Counseling Supervisors and Instructional Services to Evaluators Subcommittee.</p> <p>3.4. Stay involved in curriculum (input).</p> <p>3.5. Support implementation of SB 1456 (Student Success & Support) and SB 1440 (Associate Degree for Transfer).</p>	<p>3.1. Add information regarding new statewide initiatives to website (i.e., SB1440 and SB 1456).</p> <p>3.2. Update and distribute evaluations business processes.</p> <p>3.2.1. Monthly subcommittee meetings.</p> <p>3.3. Confer with Instructional Services to clarify intent of approved programs in the catalog.</p> <p>3.4. Serve and provide input on district wide catalog committee.</p> <p>3.5. Develop efficient processes for transcript evaluation.</p>
<p>4. Foster a positive work environment with shared vision and increased expert-base</p> <p>(Division Goal 3)</p>	<p>4.1. Cross-training of duties/responsibilities amongst evaluators and student records staff.</p> <p>4.2. Develop districtwide standard operating procedures.</p> <p>4.3 Conduct regularly scheduled meetings with evaluators.</p>	<p>4.1. Promote teamwork and involvement in assignments/projects.</p> <p>4.2. Develop and update desk manual outlining procedures to serve as a resource to new/current evaluators.</p> <p>4.3 Establish weekly meetings.</p>

Mission

The primary purpose of the Office of Institutional Research and Planning is to support the on-going planning, policy and decision-making efforts throughout the District by providing data and information for managing and maintaining the quality and effectiveness of programs and services. The Office of Institutional Research and Planning also provides information that is mandated by external accrediting agencies and legislative bodies and serves as a primary source for information on institutional effectiveness at SDCCD.

Core Values

1. Integrity
2. Quality
3. Collaboration
4. Communication
5. Innovation

IRP Goals

1. Deliver timely and relevant data and information to the three colleges, Continuing Education, the District, and the community
2. Employ high quality standards of integrity in processes for generating and managing data and information.
3. Promote a culture of evidence, inquiry, and action that builds communities of sophisticated users of data and information.
4. Perform professional research functions in a collaborative and supportive manner.
5. Continually seek to improve services through creative and innovative ways that advance research methodology and reporting.

Student Services Division Goals

1. Deliver timely and accurate support services to all students to ensure equity in student success.
2. Ensure compliance and timely response to State mandates.
3. Provide leadership, expertise and support to the college community.
4. Employ high quality and integrity standards in processes for generating, managing and using data and information.

Action Plan 2013-2014

Goals	Key Activities	Indicators & Measures
<p>1. Deliver timely and relevant data and information to the three colleges, Continuing Education, the District and the community</p> <p>(Division Goal 1)</p>	<p>1.1. Provide regular and recurring institutional reports (i.e., Fact Book, Basic Skills, HS Pipeline), as well as ad hoc requests.</p> <p>1.2. Post major reports and briefings on website in a timely manner.</p>	<p>Customer Satisfaction/Feedback</p> <p>1.1.1. Feedback from research report end-users on usefulness of recurring reports (e.g., DSPS).</p> <p>1.1.2 Assess quantity and use of website.</p> <p>1.2. Current postings of information and maintenance of the IRP webpage.</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information.</p> <p>(Division Goal 4)</p>	<p>2.1. Ensure that all projects run through same rigor of quality using validation check system.</p> <p>2.2. Develop and update project plans or proposals for all major projects.</p> <p>2.3. Create and maintain a longitudinal database of transfer data.</p> <p>2.4. Ensure that all standard office syntax, operational definitions, DED and master templates are regularly maintained.</p>	<p><i>Accuracy & Relevancy of Information</i></p> <p>2.1.1 Implementation of data validation and continuous quality improvement processes and procedures on all reports using the checklist and master templates.</p> <p>2.1.2 Number and quality of resolution on items in the CQI Control Log.</p> <p>2.2. Development of project plans on all major reports.</p> <p>2.3. Quality management of transfer data.</p> <p>2.4. Scheduled reviews and updates of syntax, operational definitions, DED and master templates.</p>
<p>3. Promote a culture of evidence, inquiry, and action that builds communities of sophisticated users of data and information.</p> <p>(Division Goal 3)</p>	<p>3.1. Respond to requests in a timely manner.</p> <p>3.2. Continue to engage colleges and CE constituencies in data usage through various activities and strategies (e.g., briefings, interactive group discussions, facilitated discussions, workshops, training, info sessions, and data summits)</p>	<p><i>Culture of Evidence, Inquiry and Action</i></p> <p>3.1. Number, variety and timeliness of information.</p> <p>3.2.1 Number and variety of ways in which information is shared, distributed and discussed.</p> <p>3.2.2 Balance of information: quantitative/qualitative information, as well as enrollment, student outcomes, productivity, customer satisfaction, and accountability.</p>

Institutional Research and Planning – Action Plan | 2015-2016

Goals	Key Activities	Indicators & Measures
<p>4. Perform professional research functions in a collaborative and supportive manner.</p> <p>(Division Goal 3)</p>	<p>4.1. Build teamwork, skills, and knowledge by providing multiple and varied opportunities for all to support, collaborate, and lead IRP projects.</p>	<p><i>Competency and Teamwork</i></p> <p>4.1. Cross-train all IRP staff by engaging in a variety of mix of projects and roles (lead and support) per team member.</p> <p>4.1.2 Team building and supervisory training.</p>
<p>5. Continually seek to improve services through creative and innovative ways that advance research methodology and reporting.</p> <p>(Division Goal 4)</p>	<p>5.1. Participate in the implementation of PeopleSoft.</p> <p>5.2. Staff will keep up-to-date with IR profession via, conferences, trainings, workshops, journals, Researchers Regional meetings, webinars, IT Toolbox, etc.</p>	<p><i>Innovation and Growth</i></p> <p>5.1. Participate in PeopleSoft training and development.</p> <p>5.2. Number of trainings, conferences, workshops, etc., and number of staff attending and presenting.</p>

Outreach Mission

The district component of outreach works with campus outreach programs to develop and implement strategies for student recruitment, retention and success. District outreach serves as a central resource for educating the community including K-12 partners and feeder schools. District outreach supports the colleges by providing outreach publications and recruitment tools.

Support to Special Programs Mission

To provide program support to special college programs, and to facilitate on-going meetings and training opportunities for campus personnel. To assist special programs in the development of consistent, district-wide practices and procedures. To assist special programs in interpreting policy changes and assist with communication to students.

Core Values

1. Impartiality
2. Integrity
3. Collegiality
4. Communication

Outreach & Pre-enrollment Services – Action Plan | 2015-2016

Action Plan 2015-2016

Goals	Key Activities	Indicators & Measures
<p>1. Continue efforts to increase services to feeder high schools focusing on SSSP and Student Equity.</p> <p>(Division Goal 1)</p>	<p>1.1. Provide leadership to campus outreach programs to facilitate opportunities to develop and maintain a consistent presence at feeder high schools.</p>	<p>1.1 Document development of outreach strategies and implementation of strategies. Develop Districtwide Strategic focus for 2015-2016.</p>
<p>2. Enhance and maintain a steady outreach presence at Continuing Education.</p> <p>(Division Goal 1)</p>	<p>2.1 Develop a program of outreach services specifically focused on C.E. student populations.</p> <p>2.2 Maintain steady outreach presence.</p>	<p>2.1 Document number of workshop/presentations and/or strategic efforts to outreach to C.E. students.</p> <p>2.2 Work with colleges to ensure all CE campuses have a steady outreach focus.</p>
<p>3. Effectively communicate changing enrollment priorities with emphasis on “Student Success”.</p> <p>(Division Goal 3)</p>	<p>3.1 Work with campus outreach to develop a clear message to high school feeders about changing enrollments policy.</p> <p>3.2 Provide presentations to feeder schools and special populations.</p>	<p>3.1 Disseminate and encourage perspective students to use outreach publications which clarifies the matriculation process which will be required for “Student Success”.</p> <p>3.2 Document number of “Student Success” presentations to prospective high school students entering college for the first time.</p>
<p>4. Work with college and CE to ensure that SDCCD maintains strong ties in the community and community presence.</p> <p>(Division Goal 3)</p>	<p>4.1 Continue to implement community outreach activities based of established priority matrix.</p> <p>4.2 Develop webpage that allows students to connect with community organizations for volunteer opportunities.</p> <p>4.3 Develop understanding of Alumni Connections database.</p>	<p>4.1 Documenting the number and frequency of community outreach efforts coordinated by district outreach.</p> <p>4.2 Implementation and design of functional volunteer webpage.</p> <p>4.3 Develop a plan for dissemination of information to Alumni Connection members.</p>

Outreach & Pre-enrollment Services – Action Plan | 2015-2016

Goals	Key Activities	Indicators & Measures
5. Maintain a collegial and collaborative working relationship between district and campus outreach programs. (Division Goal 3)	5.1 Facilitate monthly outreach meetings. 5.2 Collaborate in the training of student ambassadors.	5.1 Calendar and document on-going outreach meetings. 5.2 Include campus outreach teams in planning and development of semi-annual student ambassador trainings. Incorporate 2 team building exercises for all outreach staff. Evaluate for effectiveness.
6. Update outreach publications to stay current with new programs, program requirements, entry points, etc. (Division Goal 3)	6.1 Research all publications with view to maintaining current information. 6.2 Develop “Student Success” media/video with campus outreach teams.	6.1 By working with campus programs of instruction and students services to verify accuracy of statement within all materials. 6.2 Video will be used during spring workshops at feeder high schools.
7. Provide effective leadership and advisement to United Student Council. (Division Goal 2)	7.1 Provide clear direction and guidance to student trustees. 7.2 Communicate effectively with student trustees to ensure expectations for summer. 7.3 Ensure student trustee role is clear for prospective candidates. 7.4 Secure student representation on various District committees.	7.1 Accomplishment of student trustees’ stated goals. 7.2 Attend all USC meetings. Sitting trustee attends all board meetings. Develop presentation for AS President Candidates, prospective student trustees clearly outlining their role. 7.4 Student representation in place for current academic year.
8. Facilitate on-going meetings for the following special programs: Veterans, FYE, Foster Youth, and CalSOAP. (Division Goal 3)	8.1 Coordinate on-going (monthly/quarterly) meetings for special programs at the District level.	8.1 Document type and frequency of meetings with special program staff.
9. Increase knowledge of Veteran Student policies and practices. (Division Goal 2-4)	9.1 Take advantage of conferences/workshops to learn about special programs for Dean and staff.	9.1 Document number and frequency of conferences/workshops attended.

Outreach & Pre-enrollment Services – Action Plan | 2015-2016

Goals	Key Activities	Indicators & Measures
10. Coordinate Pre-enrollment services (orientation, assessment, counseling, advising) with feeder high schools, community groups and special populations. (Division Goals 1-3)	10.1 Support feeder high schools and special populations (Foster Youth, Veterans, Charter Schools, etc.) with pre-enrollment services.	10.1 Develop workshops and presentations regarding orientation, assessment, counseling and advising for new and prospective students.

Mission

Our mission is to provide exceptional service and quality support to the SDCCD academic community, with a particular emphasis towards processes related to student academic records. Our office ensures the accuracy, integrity, and privacy of student records in accordance with federal and state regulation.

Core Values

1. Teamwork
2. Quality Service-Oriented
3. Integrity/Ethics
4. Consistency and Compliance
5. Accountability
6. Innovation-driven

Action Plan 2015-2016

Goals	Key Activities	Indicators & Measures
<p>1. Continually seek new and innovative ways to use emerging technology to increase productivity and enhance efficiency, convenience, and accuracy of our services.</p> <p>(Division Goal 1)</p>	<p>1.1. Implement and increase the number of transcripts sent electronically.</p> <p>1.2. Research viability of using Credentials, Inc. process student enrollment and degree verification.</p>	<p>1.1. Continue to work with IT to increase the number of transcripts sent electronically.</p> <p>1.2. Adopt or reject Credentials Inc. services.</p>
<p>2. Deliver timely and accurate service to students.</p> <p>(Division Goal 1)</p>	<p>2.1. Update web postings, links, and phone recordings regarding transcript ordering, policy, and transcript fees.</p> <p>2.2. Ensure timely posting of prerequisites</p> <p>2.3. Support transcript processing for SB1440 by adding an electronic notification of awarded ADT degree.</p>	<p>2.1. Informal feedback via telephone conversations regarding the online transcript request system by users.</p> <p>2.2. Develop calendar and modify work schedules to ensure prerequisites are posted in a timely manner during peak times.</p> <p>2.3. Develop new business processes to ensure efficient transcript processing.</p> <p>2.4 Added additional staff (Student Services Technician) positions to support higher level, technical duties.</p>
<p>3. Foster a positive work environment with shared vision and increased expert base.</p> <p>(Division Goal 3)</p>	<p>3.1. Cross-training of duties/ responsibilities amongst staff.</p> <p>3.2. Involve staff in testing new programs for implementation.</p> <p>3.3. Ensure adequate office coverage and accountability.</p>	<p>3.1.1. & 3.3.1. Involve and engage staff in developing new business process with Campus Solutions.</p> <p>3.1.2. & 3.2.1. Promote teamwork and involvement in assignments/projects.</p> <p>3.1.3. & 3.3.2. Update and distribute desk manuals outlining procedures to serve as a resource to new/current employees.</p> <p>3.2.2. Staff involvement in developing standard operating procedures for new processes.</p>

Student Records – Action Plan | 2015-2016

Goals	Key Activities	Indicators & Measures
4. Adhere to high standard and practice of maintaining the confidentiality of student records. (Division Goal 2)	4.1. Ensure FERPA compliance when handling in-person or phone inquiries, authorizations, subpoenas, verifications, and transcript requests. 4.2. Ensure accurate maintenance records for audit. 4.3. Increase the number of confidential documents imaged.	4.1.1. & 4.2.1. Consistent practice of appropriate security measures to preserve the confidentiality and integrity of student records. Update Records Retention Manual. 4.1.2. Protect confidential information from unauthorized access, use, or disclosure. Review FERPA requirements annually. 4.2.2. Proper disposal of all sensitive material when no longer in use. 4.2.3. Monitor process to ensure accurate and timely record keeping. (Late/missing grades.) 4.2.4. Maintain and image forms in a timely manner.