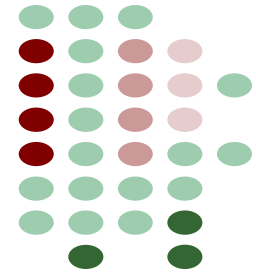




2014/2015 Action Plan

San Diego Community College District

District Student Services Division



July 2014

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 2014-2015

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 college and Continuing Education.</p>	<p>Efficiency 1.1. 2014/15 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: CE tracking, Faculty Web Services updates, Student Success and Support, etc.</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 for SB1456 and 3SP.</p>	<p>Efficiency 2.1. 2014/15 projects successfully implemented and/or processes successfully changed within scheduled timeframe and budget. 2.1.2. Completion of training manuals and/or user guides. Communication 2.2. Soliciting information from colleges and debriefing after project implementation. Efficiency 2.3. Stabilization, reduction or shift in workload/staffing. Minimizing need for new staff in Student Services district-wide.</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>Communication 3.1. Ensure the business processes are clearly articulated and defined. 3.5. Compliance and distribute operating procedures and supporting documentation prior to implementation. Customer Needs/Satisfaction 3.4. Respond to inquiries and training needs for Student Services district-wide.</p>

Analytical Unit – Action Plan | 2014-2015

Goals	Key Activities	Indicators & Measures
4. Provide leadership and expertise to support a new Administrative System. (Division Goal 3)	4.1. Identify Current Business Processes for a new Administrative System. 4.2. Coordinate and implement new Administrative System.	4.1.1. Identify current processes for Student Services functionality and specifications. 4.1.2. Ensure all current functionality is identified and mapped out. 4.2 System implementation complete and fully functional.

Disability Support Programs and Services – Action Plan | 2014-2015

Mission

DSPPS 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

Disability Support Programs and Services – Action Plan | 2014-2015

Action Plan 2014/15

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: Study Abroad and Academic Accommodations with Disability Discrimination.</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 trainings/support for Title IX and VAWA (Violence Against Women Act)</p> <p>1.3. Evaluate consistency of services in DSPPS to provide districtwide efficiencies for students</p> <p>1.4. Evaluate use of Study Abroad processes for reasonable accommodations of students with disabilities.</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information related to DSPPS services and budget allocations</p> <p>(Division Goal 4)</p>	<p>2. Develop internal timelines for review of data and report of findings to meet statewide deadlines to include: participate in statewide workload.</p>	<p><i>Efficiency</i></p> <p>2.1. Implement review report for Managers/ Coordinators student files to support district audits.</p> <p>2.2. Evaluate ed plan support for SSSP.</p> <p>2.3. Monitor state work on possible regulation changes to DSPPS; still in process with workload study.</p> <p><i>Customer Satisfaction</i></p> <p>2.4. Complete development of student information for website on academic accommodations & disability discrimination.</p> <p>2.5. Evaluate impact of new appeal process for DSPPS students priority.</p>

Disability Support Programs and Services – Action Plan | 2014-2015

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 and new impacts are identified; including district office support</p> <p>3.4. Update outreach materials for campus use.</p> <p>3.5. Review funding model for DSPS with impending statewide changes as a tool.</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.</p> <p>4.3. Support attendance for coordinators and supervisor for professional development opportunities.</p> <p>4.4. Evaluate Mental Health needs throughout the district to establish support for students</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 goals and hiring of new faculty.</p> <p>5.2. Review & monitor functions of CalWORKs new contract and expansion of adjunct faculty to increase LD assessments from 54 to 60 per year.</p> <p>5.3. Review and monitor outcomes for College 2 Career grant and hiring process for new faculty in job placement for 3rd year students (vocational specialist).</p>

2014/2015 Resource Request for DSPS

List all staffing, equipment or equipment repair, technology, facilities, professional development, and other needs not covered by your administrative unit's current budget. Place items on list in order (rank) of importance.	Annual Total Cost of Ownership		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
Total Requests for 2014/15			

No Requests for 2014/15

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 2014-2015

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 integrated graduation database (GDS)</p> <p>(Division Goal 1)</p>	<p>2.1. Improve activities available in GDS to improve monitoring, processing, and reporting of graduates.</p>	<p>2.1.1. Monitor and correct minor bugs.</p> <p>2.1.2. Develop a new user manual and business processes.</p> <p>2.1.3. Work with college staff to interpret needs for monitoring and reporting graduates.</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.</p>	<p>3.1. Add information regarding new statewide initiatives to website (i.e., SB1440).</p> <p>3.2. Update and distribute evaluations business processes.</p> <p>3.2.1. Monthly subcommittee meetings.</p> <p>3.3. Survey of District evaluations to college community, 80% satisfaction.</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>4.1. 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>

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 and integrity standards 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>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>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>2.4 Create and maintain a longitudinal database of transfer data.</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>2.1.3. Number and quality of resolution on items in the Change Control Log.</p> <p>2.2. Development of project plans on all mid to large reports.</p> <p>2.4 Quality management of minimum of ten years of transfer data.</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 college and CE research agendas and ad hoc 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 and variety of information provided to the college community.</p> <p>3.2.1 Number and variety of ways in which information is shared, distributed and discussed.</p> <p>3.2.1 Balance of information: quantitative/qualitative information, as well as enrollment, student outcomes, productivity, customer satisfaction, and accountability.</p>

Institutional Research and Planning – Action Plan | 2014-2015

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. Post major reports and briefings on website in a timely manner.</p> <p>4.2. Respond to college and CE research agendas and reports.</p> <p>4.3. Respond to ad hoc requests.</p> <p>4.4. Build teamwork, skills, and knowledge by providing multiple and varied opportunities for all to support, collaborate, and lead IRP projects.</p>	<p><i>Communication</i></p> <p>4.1. Current postings of information and maintenance of the IRP webpage.</p> <p>4.2. Recurring comprehensive reports that provide standard information for enrollment management and program and services planning and decision-making.</p> <p>4.3. Meet ad hoc request deadlines.</p> <p><i>Competency and Teamwork</i></p> <p>4.4. Cross-train all IRP staff by engaging in a variety and mix of projects and roles (lead and support) per team member.</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. Increase number and scope of campus meetings and briefings, as well as number of attendees.</p> <p>5.2. Contribute to the design and selection of the new ERP system.</p> <p>5.3. Staff will keep up-to-date with IR profession via, conferences, trainings, workshops, journals, Researchers Regional meetings, webinars, IT Toolbox, etc.</p>	<p><i>Data Coaching/Facilitating</i></p> <p>5.1.1 Number of people who attended IRP facilitated discussions, briefings, workshops, webinars, and meetings.</p> <p>5.1.2. Number of meetings, workshops, briefings, and other opportunities to share and coach faculty, staff, and administrators in converting data into information.</p> <p><i>Innovation and Growth</i></p> <p>5.2. Participate in ERP meetings and development needs.</p> <p>5.3. Number of trainings, conferences, workshops, etc., and number of staff attending and presenting.</p>

2014/2015 Resource Request for Institutional Research and Planning

List all staffing, equipment or equipment repair, technology, facilities, professional development, and other needs not covered by your administrative unit's current budget. Place items on list in order (rank) of importance.	Annual Total Cost of Ownership		
	Cost per item	Number Requested	Total Cost of Request
1. Laptop for office use. <u>Reason: Staff frequently work in the conference room/bullpen, and attend meetings and conferences offsite which all require the use of a laptop.</u>	\$1,500	1-2	\$3,000
2. SPSS upgrade <u>Reason: IRP has been using version 14 for the past five years. SPSS is now up to version 22 with a lot more functionalities that IRP could use and fixes from pervious versions.</u>	\$4,500	2	\$4,500
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
Total Requests for 2014/15			\$7,500

Outreach & Support to Special Programs – Action Plan | 2014-2015

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 & Support to Special Programs – Action Plan | 2014-2015

Action Plan 2014-2015

Goals	Key Activities	Indicators & Measures
1. Continue efforts to increase services to feeder high schools focusing on information dissemination and matriculation support to graduating seniors.	1.1. Provide leadership to campus outreach programs to facilitate opportunities to develop and maintain a consistent presence at feeder high schools.	1.1. Document development of outreach strategies and implementation of strategies.
2. Enhance and maintain a steady outreach presence at Continuing Education. (Division Goal 3)	2.1. Develop a program of outreach services specifically focused on C.E. student populations	2.1. Document number and frequency of workshop/presentations and/or strategic efforts to outreach to C.E. students.
3. Effectively communicate changing enrollment priorities and emphasis on “Student Success”.	3.1. Work with campus outreach to develop a clear message to high school feeders about changing enrollments policy.	3.1. Disseminate and encourage perspective students to use the “Road Map to Success” resource tool which clarifies the matriculation process which will be required for “Student Success”. 3.2. Document number of “Student Success” presentations to prospective high school students entering college for the first time.
4. Update and maintain the prospective student web-site. (Division Goal 2)	4.1. Work with district web-designers to redesign perspective student web site.	4.1. Completion of the re-design.
5. Work with campus outreach to ensure that SDCCD maintains a strong community presence. (Division Goal 3)	5.1. Continue to implement community outreach activities based of established priority matrix.	5.1. Documenting the number and frequency of community outreach efforts coordinated by district outreach.

Outreach & Support to Special Programs – Action Plan | 2014-2015

Goals	Key Activities	Indicators & Measures
6. Maintain a collegial and collaborative working relationship between district and campus outreach programs.	6.1. Facilitate monthly outreach meetings. 6.2. Collaborate in the training of student ambassadors.	6.1. Calendar and document on-going outreach meetings. 6.2. Incorporate 2 team building exercises for outreach staff. Evaluate for effectiveness as team building activities.
7. Update outreach publications to stay current with new programs, program requirements, entry points, etc. (Division Goal 4)	7.1. Research all publications with view to maintaining current information.	7.1.1 By working with campus programs of instruction and students services to verify accuracy of statement within all materials.
8. Provide effective leadership and advisement to United Student Council.	8.1. Provide clear direction and guidance to student trustees. 8.2. Communicate effectively with student trustees.	8.1.2. Accomplishment of their stated goals. 8.1.3. Attend all USC meetings and sitting trustee attends all board meetings.
9. Facilitate on-going meetings for the following special programs: Financial Aid, Veterans, FYE, Foster Youth, and GEAR UP.	9.1. Coordinate on-going weekly/monthly meetings for special programs at the district level.	9.1. Document type and frequency of meetings with special program staff.
10. Facilitate on-going meetings for the following special programs: Financial Aid, Veterans, FYE, Foster Youth, and GEAR UP.	9.1. Coordinate on-going weekly/monthly meetings for special programs at the district level.	9.1. Document type and frequency of meetings with special program staff.
11. Increase knowledge of special programs' policies and practices.	10.1. Take advantage of conferences/workshops to learn about special programs for Dean and staff.	10.1. Document number and frequency of training sessions.
12. I will be serving as Acting Director of Athletics for City College (Division Goal 4)	11.1. Implement a process for weekly athlete eligibility checks.	11.1. Document number if ineligible players who participate in intercollegiate athletic competition.

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 2014-2015

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 the National Student Loan Clearinghouse (NSLC) to process student enrollment and degree verification.</p>	<p>Quality of Service and Timeliness</p> <p>1.1. Continue to work with IT to increase the number of transcripts sent electronically.</p> <p>1.2. Adopt or reject NSLC process.</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 SB1456 requirements.</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>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>Meaningful Collaborations & Teamwork</p> <p>3.1.1. & 3.3.1. Involve and engage staff at staff meetings. Prepare agenda.</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 | 2014-2015

Goals	Key Activities	Indicators & Measures
<p>4. Adhere to high standard and practice of maintaining the confidentiality of student records.</p> <p>(Division Goal 2)</p>	<p>4.1. Ensure FERPA compliance when handling in-person or phone inquiries, authorizations, subpoenas, verifications, and transcript requests.</p> <p>4.2. Ensure accurate maintenance records for audit.</p> <p>4.3. Increase the number of confidential documents imaged.</p>	<p>Compliance and Disclosure</p> <p>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.</p> <p>4.1.2. Protect confidential information from unauthorized access, use, or disclosure. Update and distribute FERPA FAQ's.</p> <p>4.2.2. Proper disposal of all sensitive material when no longer in use.</p> <p>4.2.3. Monitor process to ensure accurate and timely record keeping. (Late/missing grades.)</p> <p>4.2.4. Maintain and image forms in a timely manner.</p>