

Discussion of the 2nd Quarterly Report for University of Southern California August 2022

Overview of this Report

This agenda item provides information on the second quarterly report submitted by the University of Southern California addressing stipulations resulting from their October 2021 site visit. Following its decision, the Committee on Accreditation (COA) directed USC to provide updates to staff at quarterly intervals documenting the progress made toward addressing the stipulations in the [February 2022 Accreditation Report](#). Information is included in this report related to how the institution is addressing the requirements of each stipulation. The [first quarterly report](#) was presented at the May 2022 COA meeting.

Staff Recommendation

Staff recommends that the Committee on Accreditation (COA) accept the University of Southern California's second quarterly report. Staff will continue to work with the institution to provide technical assistance and review the remainder of the quarterly reports from the institution.

Background

A site visit was held virtually for the University of Southern California (USC) on October 17-19, 2021, and the report of that visit was presented to the COA at its [February 2022 meeting](#). Following discussion and deliberation of the report and its recommendations, the COA determined that the institution be granted **Accreditation with Stipulations**. The stipulations are listed below.

1. That the institution presents quarterly reports to the COA to address each area below.
2. That the institution provides evidence of a comprehensive system for all Commission-approved preparation programs to be involved in decision making at the unit level, and for feedback from candidates and completers (as stakeholders) in all programs within the unit to be communicated to unit leadership and considered for potential action.
3. That the institution provides evidence that Unit Leadership has the authority and institutional support required to address the needs of all Commission-approved preparation programs.
4. That the institution provides evidence that the unit is monitoring the credentialing office and staff to ensure they have the resources and capacity to effectively advise candidates in all programs of the requirements for completing the credential process, and to efficiently complete the credentialing process.
5. That the institution provides evidence of a candidate centered process to identify barriers to entry and retention in the profession for candidates from diverse backgrounds.

6. That the institution provides evidence of specific information and personnel within all programs who are clearly identified and accessible to guide each candidate's attainment of program requirements.
7. That the institution provides evidence of inclusion of all programs in the unit's continuous improvement and assessment processes.

Preliminary Administrative Services Program

8. That the institution provides evidence of effective operations within the Preliminary Administrative Services Credential program in the following areas:
 - a. Consistent stakeholder input and decision-making authority within the program.
 - b. Monitoring of candidate field experience placements to ensure all candidates have experiences in diverse school settings, and that a process is in place to provide additional placement experiences for candidates that are not in diverse school settings.
 - c. A process for candidates to evaluate all field experiences and supports.
 - d. A process for candidates to receive ongoing complete, accurate, and timely feedback, including constructive suggestions for improvement.

Second Quarterly Report Contents

Following the October 2021 site visit, USC program staff and administration met to discuss the stipulations; their report contains the actions to be taken in addressing each of the stipulations. The second quarterly report from USC was received on July 18, 2022 and is available here: [USC Second Quarterly Report to Address Stipulations](#). The linked report includes the institution's response to actions taken with links to evidence that supports the action by USC. A summary of the report can be found below.

Stipulation 1: *That the institution presents quarterly reports to the COA to address each area below.*

USC submitted its secondly quarterly report on July 18, 2022.

Stipulation 2:

That the institution provides evidence of a comprehensive system for all Commission-approved preparation programs to be involved in decision making at the unit level, and for feedback from candidates and completers (as stakeholders) in all programs within the unit to be communicated to unit leadership and considered for potential action.

For the Preliminary Administrative Services Credential (PASC) program, additional advisory board meetings have been held since the last quarterly report to discuss and address ongoing and future continuous improvement plans. Additionally, the Pupil Personnel Services (PPS): School Counseling program met in April 2022 to discuss continuous improvement efforts. These additional meetings address how these programs are involved in the decision-making processes at the unit level and how feedback from candidates is elicited in order to express programmatic concerns. Questions on the details of these additional efforts can be seen in the second

quarterly report. The report indicates that the School Counseling program has held advisory board meetings and will continue to hold advisory board meetings to ensure communication between the program and the education unit.

Commission staff suggests that the next quarterly report include evidence of these activities and how the program is involved in decision making at the unit level. Staff also suggests that the evidence be easily identifiable in documents provided for the next quarterly report.

Stipulation 3: *That the institution provides evidence that Unit Leadership has the authority and institutional support required to address the needs of all Commission-approved preparation programs.*

The second quarterly report indicates that the Accreditation and Credentialing Office within the Rossier School of Education (RSOE), which is where the unit is housed, continues to meet with the PPS: School Social Work and Child Welfare and Attendance program. The report also indicates that the Accreditation and Credentialing Office continues to meet with several programs on issues related to candidate admissions, the basic skills requirement, and the subject matter competency requirement. The report also includes agenda templates.

Commission staff suggests that, in the next report, USC provide agendas and minutes from any relevant meetings that have occurred.

Stipulation 4: *That the institution provides evidence that the unit is monitoring the credentialing office and staff to ensure they have the resources and capacity to effectively advise candidates in all programs of the requirements for completing the credential process, and to efficiently complete the credentialing process.*

The site visit team found that the staffing capacity and resource allocation to support the volume of credentials questions and paperwork processing was minimal. USC reported that the Accreditation and Credentialing Office now has two full time credential analysts and one full time credential support position. The Accreditation and Credentialing Office has begun meeting with all programs on a consistent basis to address concerns and elicit feedback. The report includes agenda templates. Additionally, the report provides information about implementing new basic skill requirement options and candidate credential recommendation request forms.

Commission staff suggests that, in the next report, USC provide agendas and minutes from any meetings that have taken place and that have addressed the above issues.

Stipulation 5: *That the institution provides evidence of a candidate centered process to identify barriers to entry and retention in the profession for candidates from diverse backgrounds.*

The report provides information on the RSOE Dean's Charge and Strategic Plan Priorities that includes a focus on diversity which was part of the first quarterly report. A new director has been hired for the Master of Arts in Teaching as of July 1. Updates on initiatives will be available

after the summer and in future reports. The report also provides information about efforts to address candidate recruitment and retention for the PASC program.

Commission staff suggests that the next quarterly report include evidence of efforts to address candidate recruitment and retention of candidates from diverse backgrounds for all programs.

Stipulation 6: *That the institution provides evidence of specific information and personnel within all programs who are clearly identified and accessible to guide each candidate's attainment of program requirements.*

USC reports that additional credentialing staff have been hired to support answering candidate inquires and processing credential files. This includes new coordinators and a program administrator. Cross-training and on-boarding will continue for new staff.

Commission staff suggests that the next quarterly report provide descriptions of each of these new credentialing staff roles and how these individuals will guide candidates' attainment of program requirements.

Stipulation 7: *That the institution provides evidence of inclusion of all programs in the unit's continuous improvement and assessment processes.*

The first quarterly report provided evidence of PASC program faculty meetings where faculty reviewed coursework and assessments. No additional information about meetings between the PPS: School Social Work and RSOE is provided in the second report. The second quarterly report includes information about how the PASC program is collecting data and the role of their advisory board. The report also includes information about data collection for the PPS: School Counseling program.

Commission staff suggests that the next quarterly report include information about any additional meetings between the PPS: School Social Work and RSOE.

Stipulation 8: That the institution provides evidence of effective operations within the Preliminary Administrative Services Credential program in the following areas:

- a) Consistent stakeholder input and decision-making authority within the program.
- b) Monitoring of candidate field experience placements to ensure all candidates have experiences in diverse school settings, and that a process is in place to provide additional placement experiences for candidates that are not in diverse school settings.
- c) A process for candidates to evaluate all field experiences and supports.
- d) A process for candidates to receive ongoing complete, accurate, and timely feedback, including constructive suggestions for improvement.

8a: An advisory board meeting was held in April to discuss candidate recruitment, retention, and expanding the advisory board. Quarterly meetings will continue to be held and additional

advisory board members have been recruited to increase membership. The full report includes evidence of meetings to involve partners in decision making.

8b: The first quarterly report indicated that the PASC advisory board recommended that PASC candidates provide evidence that their placement is in a diverse school setting. The first quarterly report indicated that the application process would be updated to include a candidate statement regarding their current and potential leadership within the diverse school settings where they will complete their fieldwork. The second report includes information on faculty support structures, fieldwork evaluation and feedback, and continuous improvement and program evaluation, but it does not include further information on monitoring diverse placements.

Commission staff suggests that the next report include evidence indicating how the institution monitors all field experiences to ensure that all candidates have experiences in diverse school settings, and a process in place to provide additional placement experiences for candidates that are not in diverse school settings.

8c: The first quarterly report indicated that PASC candidates meet bi-weekly with site supervisors to evaluate evidence of fieldwork and write monthly logs and critical reflections about fieldwork. The report also indicated that fieldwork faculty and program staff developed items for mid-term fieldwork satisfaction surveys and end of course evaluation items specific to fieldwork.

Commission staff suggests that future quarterly reports include how the data collected are used to evaluate field experiences and supports.

8d: The first quarterly report indicated that fieldwork coordinators meet with candidates and site supervisors at orientation and at the end of the term for evaluation feedback on field experiences and program components. The second quarterly report indicates that faculty were provided aggregated course evaluation and feedback scores.

Commission staff requests that the next quarterly report include how the data are being used to provide candidates with ongoing complete, accurate, and timely feedback, including constructive suggestions for improvement.

Next Steps

The third quarterly report is scheduled to be presented to the COA at the October 2022 meeting. Commission staff will continue to monitor USC's progress in addressing stipulations.