

Palau Community College (PCC)

Supplemental Report



Submitted by:

**Palau Community College (PCC)
P. O. Box 0009
Koror, Palau 96940**

TO:

**Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges**

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Supplemental Report – Certification Page

This supplemental Report is submitted to the ACCJC for the purpose of assisting in the determination of the institution's accreditation status.

We certify that there was broad participation by the campus community and believe that this report accurately reflects that nature and substance of this institution.

Signed

Patrick U. Tellei, EdD
President
Palau Community College

Masa-Aki N. Emesioch
Chair, Board of Trustees
Palau Community College

Deikola Olikong
Accreditation Liaison Officer
Director, Institutional Research & Evaluation
Palau Community College

Introduction

Since the External Evaluation Team's visit on February 29 – March 03, 2016 and receiving of the External Evaluation Team's Report with five Recommendations to Meet the Standards and seven Recommendations to Improve Quality on April 27, 2016, the college has achieved greater involvement in addressing the Recommendations. With this self-evaluation process, the college has realized gaps that are needed to be addressed for improvement of institutional effectiveness and continued compliance of ACCJC Eligibility Requirements, Standards, Policies and USDE regulations. Since the campus visit, the college has worked diligently to address the Team's Recommendations and take this opportunity to inform the Commission of what it has accomplished. Work completed and accomplishments subsequent to the campus visit on February 29 – March 03, 2016 are defined under each of the Recommendations.

Recommendations to Meet the Standards

Recommendation 1

In order to meet the Standards, the team recommends that the College define and publish all program level outcomes, including certificates, and integrate their assessment into the ongoing assessment activities of the college. (I.B.2, II.A.1, II.A.3, ER11)

To address Recommendation 1, the Dean of Academic Affairs worked with faculty who are responsible for the certificate programs to define certificate programs level outcomes, as well as define certificate programs descriptions. On April 28, 2016, descriptions and program level outcomes of certificate programs were submitted to the Committee on Programs and Curricula (CPC) for review and approval. To date, CPC continues to review submitted certificate descriptions and program level outcomes. Once CPC approves them, they will be published through the college website pcc.palau.edu and will also be published in the next college general catalog 2016-2020 that will be available in fall 2016. (1.1)

To date, the twenty-one degree programs approved by the Substantive Change Committee of the Accrediting Commission for Community and Junior Colleges have program level outcomes. The 21 degree programs including program level outcomes will continue to be published in the next general catalog 2016-2020, as well as the college website. All degree programs of Palau Community College are scheduled in a systematic cycle of evaluation through the established Academic Program Review Calendar (2014-2024) published in the CPC Handbook distributed to all faculty and through the established Institutional Program Review Calendar distributed college wide. Assessment results of ongoing assessment activities are integrated into institutional decision-making, planning, resource allocation and implementation for institutional effectiveness. (1.2)

Recommendation 2

In order to meet the Standards, the team recommends the College complete its planned schedule of assessment for the institutional-set standards and publish the results. (I.B.3, ER 11)

To address Recommendation 2, the college will comply with its established institutional-set standards calendar of assessments. The institutional-set standards were established and approved in March 2015 with implementation in fall 2015. The next assessment will be completed after spring semester and after summer session 2016. The assessment for academic year 2015-2016 will be completed in August 2016. Results of institutional-set standards fall 2015 assessments has been published on the college website: [pcc.palau.edu/Institutional Set Standards/](http://pcc.palau.edu/Institutional_Set_Standards/) and the college will continue to publish future assessment results on the college website, as well as college wide dissemination. (2.1)

Recommendation 3

In order to meet the Standards, the team recommends the College disaggregate and analyze learning outcomes and student achievement data for subpopulations of its students and implement strategies to mitigate any performance gaps that may be identified. (I.B.2, I.B.4, I.B.6, ER 11)

To address Recommendation 3, the College Fact Books report on disaggregation of student achievement. Course assessment conducted on a semester basis requires analysis of student learning outcomes. Therefore, the College will continue to disaggregate and analyze student achievement and learning outcomes. To further implement strategies to mitigate performance gaps, during fall 2016 training on August 4 and 5 with faculty (teaching and nonteaching faculty), training to further disaggregate learning outcomes and student achievement data for student subpopulations will be conducted to ensure any performance gaps mitigated will be identified and addressed. (3.1)

Recommendation 4

In order to meet the Standards, the team recommends the College provide opportunity for third party comments prior to site visits in accordance with the Commission's policy on Rights and Responsibility of the Commission and Member Institution. (I.C.12)

To address Recommendation 4, Palau Community College published the Third Party Comments in its college newsletter *Mesekiu* dated March 4th, 2016. Copies of this particular issue went to members of the External Evaluation Team on Thursday, March 3, 2016. The Third Party Comment has been published on the *Mesekiu* Newsletter since March 3rd and will continue to be published until the first week of June 2016. The *Mesekiu* Newsletters are available at pcc.palau.edu/news/mesekiu. The Third Party Comment was also published on the college website on March 8th, 2016 ([pcc.palau.edu/third party comment/](http://pcc.palau.edu/third_party_comment/)) Palau Community College will continue to inform college constituents and the public of the ACCJC Third Party Comments policy through its general catalog starting with general catalog 2016-2020 that will be available in fall 2016. (4.1)

Recommendation 5

In order to meet the Standards, the team recommends Governing Board implement a mechanism to make public the results of its performance evaluation. (IV.C.10)

To address Recommendation 5, the Governing Board has implemented a mechanism to make public the results of its performance evaluation. The Governing Board's performance evaluation results are now available on the college website at (pcc.palau.edu/about/accreditation/). The Governing Board will continue to use the college website to publish its performance evaluation results, as well as the college Mesekiu newsletter. (5.1)

Recommendations to Improve Quality

Recommendation 6

In order to increase effectiveness, the team recommends the College complete its scheduled assessment of recently developed and implemented service area outcomes. (I.B.2, I.B.5, ER 11)

To address Recommendation 6, Palau Community College's instructional and non-instructional programs/areas are under the college Education and Training Department. The instructional area encompasses the academic degree programs and academic departments. The non-instructional area encompasses the student support services which include Student Life, Student Housing, Recreation, Learning Resource Center, Admissions, Financial Aid, Registrar, Library, and other learning services, such as computer labs, the online lab, and tutoring centers. To date, all non-instructional programs and service areas have completed their 3rd cycle of assessment through program reviews; this assessment cycle completed in January 2014 covered academic years 2010-11, 2011-12 and 2012-13. Their 4th cycle assessment is slated for January 2017 covering academic years 2013-14, 2014-15 and 2015-16. The college will continue to conduct its assessment following the established and approved Institutional Program Review Calendar (2014-2024) where developed and implemented service area outcomes are also assessed following the established scheduled. (6.1)

Recommendation 7

In order to increase effectiveness, the team recommends the College improve its use of data to better determine how effectively it is achieving its mission. Further, the team recommends the college assure the broad distribution of this data. (I.A.2, I.A.3)

To address Recommendation 7, the college highly appreciates the Team's recommendation and will continue to use data to ensure its mission's achievement. The college will continue the broad distribution and discussion of data to ensure that programs/services are involved in decision-making, planning, allocating resources and implementing action plans for the success of its mission. For example, the Institutional Assessment Committee's discussion includes program learning outcomes assessment results and reports the results of program reviews to members of the college Executive Committee during its regular meetings. (7.1)

Recommendation 8

In order to increase its effectiveness, the team recommends the College develop and publish a Guide to Assessment that defines and communicates its assessment schedule, policies, and

processes; details with whom data should be shared; and explains the role of data in planning and decision-making. (I.B.2)

To address Recommendation 8, the college values this recommendation highly. The college has established assessment schedules, list of requirements, defined processes, details of data sharing, and the role of data in planning and decision-making. With these established and in place documents, the Institutional Research and Evaluation Office has begun to put together a Guide to Assessment for the college. This assessment guide will include all the different assessments, such as course assessment, program review, satisfactory survey, and different assessment templates among others. The Palau Community College Guide to Assessment will be ready for college wide distribution in August 2016 during the academic year 2016-2017 convocation scheduled for August 12, 2016. (8.1)

Recommendation 9

In order to improve effectiveness, the team recommends the College assure its infrastructure provides sufficient transfer counseling and support services to students. (II.C.6, ER 16)

To address Recommendation 9, the college continues to advertise its vacant counseling position for the Student Life unit. The remaining three counselors continue to provide all counseling services including transfer counseling to all students. The Learning Resource Center's director and instructors continue to provide counseling related services to students including transfer counseling. Transfer counseling, as well as other support services, continues to be provided to students with the effort of both Student Life and Learning Resource Center. (9.1)

Recommendation 10

In order to increase effectiveness, the team recommends the College formally define and implement a Part-Time faculty performance evaluation process and cycle. (III.A.5, III. A, 6, III.A.8)

To address Recommendation 10, the Dean of Academic Affairs, the Associate Dean and the Director of Human Resources have worked to develop a Part-Time faculty performance evaluation. With the existing faculty performance evaluation and employee merit evaluation in place, a performance evaluation for Part-Time faculty has formally been defined grandfathering on the existing tools. The Part-Time performance evaluation will be implemented in fall 2016. Part-time faculty will be evaluated every semester when teaching. A part-time faculty who will be teaching for two consecutive semesters with satisfactory performance will be evaluated once every academic year after that. (10.1)

Recommendation 11

In order to increase effectiveness, the team recommends the College ensure responsible use of technology by publishing the electronic resources use agreement in the student planner as well as other campus publications. (III.C.5)

To address Recommendation 11, the college values this recommendation highly and ensured that the responsible use of technology is widely published by publishing the electronic resources use agreement on the college website (pcc.palau.edu/about/jobs/). The college will also published the electronic resource use agreement in the next student planner that will be distributed to all students at the beginning of academic year 2016-2017 in August, as well as place the agreement information in the student handbook that will also be available to students in fall 2016. (11.1)

Recommendation 12

In order to increase effectiveness, the team recommends the Distance Education committee publish a comprehensive Best Practices Manual for online faculty training and campus-wide reference. (III.A.14 and Commission Policy on Distance Education and on Correspondence Education)

The Distance Education Committee has developed a comprehensive best practices manual for faculty teaching online courses and it also serves as campus-wide reference for those faculty who are planning to develop online courses. This manual has been distributed to faculty through their email addresses and has been distributed college-wide via the college website. (12.1)

Table of Evidence

Number	Evidence
1.1	Certificate Programs Descriptions and Program Learning Outcomes (Proposed)
1.2	Academic Program Review Calendar (2014-2024) Institutional Program Review Calendar (2014-2024)
2.1	Institutional-Set Standards Fall 2016 Assessment Results (pcc.palau.edu/Institutional Set Standards/)
3.1	Fact Book and course assessment
4.1	pcc.palau.edu/news/meseki pcc.palau.edu/about/accreditation
5.1	Governing Board’s Performance Evaluation (pcc.palau.edu/about/accreditation)
6.1	Institutional Program Review Calendar (2014-2024)
7.1	Institutional Assessment Committee Minutes of Meetings and Review Reports
8.1	Assessment Schedules, Processes, Sample Templates
9.1	Student Life Counselor Vacancy Announcement
10.1	Adjunct Faculty Performance Evaluation
11.1	Responsible Use of Technology Agreement
12.1	Distance Education Manual