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Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

Non-Instructional Programs Three Year Program Review

Service Area

ADMISSIONS

Period of Three Year Review

School Year 2010-2011, 2011-2012, 2012-2013

NAME/TITLE/SIGNATURES:

Completed by: Dahlia M. Katosang
Dahlia M. Katosang, Director

Date 2/12/14

Division/Department Head: Sherman Daniel
Sherman Daniel, Dean

Date 2/14/14

Received by Institutional Research Office on:	Date	Name and Initial of receiving personnel
	02/14/14	Ugaya Sara [Signature]

4/2013

Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.

Instructions for completing the form:

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section.
3. Submit your completed Program Review in both hard copy and electronic copy format to the Institutional Research Office.
4. Be sure to keep both hard and electronic copies for yourself.

Program Review Narrative Summary

Summary of the Service Area Purpose:

The admissions office's mission statement is to promote Palau Community College programs, recruit, admit, enroll, and serve a well diverse student population, and to ensure a smooth transition for them to start their academic career.

The Relationship of the Service Area to the College Mission Statement:

The mission of the admissions office fully supports the overall mission of Palau Community College because this office is virtually the first step in a prospective student's journey through college. It is responsible for promoting the college and recruiting new students to join the PCC family each school year. The admissions office's duty is to provide recruiting sessions that are appealing to high school seniors and to also provide ample and engaging college information to interested individuals visiting the office so that they may take the initiative and enroll with the college.

Summary of Trend Analysis:

The summary of the trend analysis for the admissions office's services and activities indicate that local high school recruitment attendance gradually went up during the three school years. Admissions materials disbursed went down by a little over a 100 during school years 2011-2012 and 2012-2013 from the first school year of 2010-2011. Applications received and follow up letters sent dropped noticeably during the last two school years from school year one by nearly 200. Acceptance letters sent went down by over 200 during school year 2012 and 2012-2013 from 2010-2011 school year. Admissions inquiries went down by nearly half from school year 2010-2011 and school year 2011-2012, but went back up during the third school year of 2012-2013. Admissions counseling numbers went up by only 20 during school year 2012-2013 from school year 2010-2011. The summary of trend analysis for staffing remains constant during this cycle with one full-time director overseeing the admissions office, one admissions counselor, and a secretary to assist with the admissions process part-time, as well as two part-time student workers to aid the staff. These trends suggest that the admissions staff should follow up with recruitment participants more rigorously in the future.

Summary of Learning Outcomes Assessments:

The learning outcome assessment results seem to indicate that using the same approach in the admissions recruitment has been beneficial to participating students. All three school years, from 2010 thru 2013, show that at least 70% of students did gain enough knowledge of PCC academic program and requirements after each session. Because nearly everyone, if not all, of the high school students have never been exposed to the admissions process, the anticipated number of 70% students that will gain knowledge of the admissions process is deemed realistic.

Summary of Goals/Objectives Assessments:

The admissions office's main goal and objective is to provide excellent service in a timely manner. Each staff is always courteous and knowledgeable about the admissions process. The expected outcome is projected as 70% of the clients will be satisfied with how the staff greets the customers, how their questions were addressed and answered, and how content they were with the result of their visit. The actual outcome based on customer evaluations showed a greater percentage of satisfaction from customers, with at least 89% in school year 2011-2012 and nearly a 100% satisfaction in school year 2010-2011 and 2012-2013. Services will continue to be provided in the current manner that is used.

Summary of Personnel:

The admissions personnel has been continual through all three school years, with a director who oversees the admissions and financial aid programs, an admissions counselor to assist individuals and groups interested in enrolling as well as handling all incoming students, and a secretary that supports the admissions duties part of the time. The admissions staff is both qualified and competent to do the required work, but due to the type of work the staff is involved in, they often times need to work more than the normal hours to guarantee exceptional services. The admissions office needs an admissions clerk to assist the counselor so that he may not be too burdened with admissions work since the secretary only assists with the admissions process part-time.

Summary of Facilities and Equipment:

The office would be more comfortable for students and visitors alike if it were bigger. There will be room for more chairs and tables so visitors could sit. There will also be more room to hold the office's files and equipment.

Summary of Evaluation of Previous Goals/Activities from Previous Cycle

There is a Palau Community College Program Admissions Evaluation that was prepared for the year 2007. In that report, it states that the admissions office conducted recruitment sessions where the staff spoke with high school seniors about attending Palau Community College. Also, the admissions office vigorously assisted interested individuals with the admissions process.

The admissions office's partaking in recruitment sessions and educating and helping interested people with the admissions application caused more people to become aware of the opportunities at Palau Community College and helped build up interest in the college within the community.

Because of the community and the graduating student's familiarity of the opportunities at the college, more people will make Palau Community College their first choice when pursuing their education.

The admissions office's partaking in recruitment sessions and educating and helping interested people with the admissions application has helped improve the college's enrollment numbers.

Modifications planned for the service area during the previous admissions evaluation was to hire a clerk to assist the admissions counselor. Another modification was to create an enclosed office for the admissions counselor so he can conduct private sessions with students and to obtain a computer for the admissions counselor to do computer related admissions functions. Also, filing cabinets were needed to store various student files.

Major changes and accomplishments since the last review are the admissions counselor now has an enclosed office in which private sessions with students can be carried out in. The admissions counselor also has a computer in his office. There are now filing cabinets that store student files. The admissions office has an established mission statement and the office now has customer service evaluations so that visitors can evaluate the staff's performance and offer feedback if services need to be improved.

Summary of Service Areas Major Strength and Improvement Needs:

The admissions office's first strength lies in its staff. The staff has the educational background, experience and expertise to provide admissions services to each clientele through annual admissions workshops and trainings and the staff was able to achieve the goals and objectives of the service area. The staff works above and beyond the normal working hours to ensure that the quality services provided to customers are done in a timely manner. The second strength is access to modern technology. Methods and Technology are up to date to carry out the service area functions.

The service area's improvement needs include providing enough staff to perform all duties for admissions on a full time basis rather than half-time so an admissions clerk is needed to aid the admissions counselor.

Summary of Action Plans:

The admissions office needs an admissions clerk to help the admissions counselor oversee the admissions process. The clerk will help students fill admissions forms correctly and thoroughly, review submitted applications, help the counselor during recruitment sessions, and assist the counselor with other admissions related work such as filing taking calls, and copying student documents. Currently, the financial aid staff is assisting the admissions counselor but if an admissions clerk is hired, the financial aid staff will be able to devote all their time and effort to financial aid work.

Note: Other college plans may include the 15-Year Institutional Master Plan, the 5 Year Technology Plan, or other plans such as an approved department plan or committee plan.

Appendix A: Service Area Review Assessment Data

MISSION OF SERVICE AREA

1. State the purpose (mission statement) of this service area.

The Admissions Office's mission statement is to promote Palau Community College programs, recruit, admit, enroll, and serve a well diverse student population, and to ensure a smooth transition for them to start their academic career.

2. How does the purpose (mission statement) of the service area support the overall institutional mission statement?

The mission of the admissions office fully supports the overall mission of Palau Community College because this office is virtually the first step in a prospective student's journey through college. It is responsible for promoting the college's programs and recruiting new students to join the PCC family each school year. The admissions office's duty is to provide recruiting sessions that are appealing to high school seniors and also provide ample information and engaging college specifics to interested individuals visiting the office so that they make take the initiative and enroll with the college.

TRENDS ANALYSIS

1. Use the data provided to indicate trends for each of the following measures:

Services/Activities	Year 1 2010-2011	Year 2 2011-2012	Year 3 2012-2013
1. Local high school recruitment	256	315	383
2. Admissions materials disbursed	880	768	769
3. Applications received	680	480	486
4. Follow up letters	680	497	486
5. Acceptance Letters	604	426	375
6. Admissions Counseling	482	393	502
7. Admissions Inquiries	115	48	112

2. Use data provided to indicate trends in staffing:

Staffing	Management level	Professional Level	Classified Level	Student Workers
Year 1: 2010-2011	1 Director – Fulltime	1- Admissions Counselor	1- Secretary – Part-time	2 part-time
Year 2: 2011-2012	1 Director – Fulltime	1- Admissions Counselor	1- Secretary – Part-time	2 part-time
Year 3: 2012-2013	1 Director – Fulltime	1- Admissions Counselor	1- Secretary – Part-time	2 part-time

LEARNING OUTCOMES ASSESSMENT SUMMARY

Year 1: 2010-2011

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
<u>SPRING 2011</u> RECRUITMENT SESSION 1. High school seniors will increase and gain knowledge of PCC Academic Programs and Requirements.	1. Survey instruments (Pre and Post Assessment) will be administered to participants during the Recruitment Sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the PCC Academic Programs and Requirements.	CONCLUSION: - <i>70% of the students have gained enough knowledge and full understanding of PCC Academic Programs and Requirements.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.
2. High school seniors will increase and gain knowledge of PCC's support services.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during the Recruitment Sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the PCCs' Student Support Services.	CONCLUSION: - <i>66% of the students have gained enough knowledge and full understanding of PCC's support services.</i>	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on
3. High school seniors will increase and gain knowledge of PCC Admissions Entrance Requirements.	3. Survey instruments (Pre and Post Assessment) will be administered to participants during Recruitment sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Admissions Entrance Requirements.	CONCLUSION: - <i>70% of the students have gained enough knowledge and full understanding of PCC Admissions Entrance Requirements.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.

Year 2: 2011-2012

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
RECRUITMENT SESSION SPRING 2012 1. High school seniors will increase and gain knowledge of PCC Academic Programs and Requirements.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Recruitment sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the PCC Academic Programs and Requirements.	CONCLUSION: - <i>82% of the students have gained enough knowledge and full understanding of PCC Academic Programs and Requirements.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.
2. High schools seniors will increase and gain knowledge of PCC support services.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Recruitment sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the PCCs' Student Support Services.	CONCLUSION: - <i>76% of the students have gained enough knowledge and full understanding of PCC support services.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when

				need arises.
3. High schools seniors will increase and gain knowledge of PCC Admissions Entrance Requirements.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Recruitment sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Admissions Entrance Requirements .	CONCLUSION: - <i>79% of the students have gained enough knowledge and full understanding of PCC Admissions Entrance Requirements.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.

Year 3: 2012-2013

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
RECRUITMENT SESSION <u>SPRING 2013</u> 1. High school seniors will increase and gain knowledge of PCC Academic Programs and Requirements.	1. Survey instrument will be administered to participants at the end of the Recruitment sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the PCC Academic Programs and requirements .	CONCLUSION: <i>100% of the students have gained enough knowledge and full understanding of PCC Academic Programs and Requirements.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.
2. High school seniors will gain knowledge of the PCC Admissions Entrance Requirements .	2. Survey instrument will be administered to participants at the end of the Recruitment sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the PCC Admissions Entrance Requirements .	CONCLUSION: - <i>99% of the students have enough gained knowledge and full understanding of the PCC Admissions Entrance Requirements.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.
3. High students will increase and gain knowledge of the PCC Student Support Services .	3. Survey instrument will be administered to participants at the end of the Recruitment sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Student Support Services .	CONCLUSION: - <i>100% of the students have gained enough knowledge and full understanding of the PCC Student Support Services.</i>	Based on the assessment results, no action is needed. The Admissions Unit will continue to use the same approach, assessment, and make changes when need arises.

GOALS/OBJECTIVES ASSESSMENT SUMMARY

Year 1: 2010 – 2011

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner. This includes courtesy and knowledge.	Customer Service Evaluation	70% of the clients will be satisfied with the services	325 people completed the evaluation. 97% of the clients who received the services were satisfied.	No action is needed. The admissions unit will continue to provide and assess services and will make changes when the need arises.

Year 2: 2011 – 2012

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner. This includes courtesy and knowledge.	Customer Service Evaluations	70% of the clients will be satisfied with the services	150 people completed the evaluation. 89% of the clients who received the services were satisfied.	No action is needed. The admissions unit will continue to provide and assess services and will make changes when the need arises.

Year 3: 2012 – 2013

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner. This includes courtesy and knowledge.	Customer Service Evaluations	70% of the clients will be satisfied with the services	176 people completed the evaluation. 95% of the clients who received the services were satisfied.	No action is needed. The admissions unit will continue to provide and assess services and will make changes when the need arises.

PERSONNEL

1. List information requests below for all full time/part time personnel:

Position/Titles (no names)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of duties
Director of Admissions & Financial Aid		MA	1979	See Attachment A
Admissions Counselor	FT	BA	Fall 2006	See Attachment B
Secretary		HS	1990	See Attachment C

2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results and/or other college plans.

No. The admissions counselor does not have a full-time clerk to aid him with all admissions work. There is a secretary that lends support to the counselor but it is only part-time. A full time admissions clerk needs to be hired to assist the admissions counselor in doing clerical work, answering questions, helping with admissions applications, and other related work. Currently, the financial aid staff is assisting the admissions counselor but if an admissions clerk is hired, the financial aid staff can focus all of their effort on financial aid work.

3. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results and/or other college plans.

Yes

4. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base this response on assessment results and/or other college plans.

The admissions counselor is well educated and trained in the area of admissions function, but if there are any future changes to the admissions function, the admissions counselor should attend any workshops or trainings pertaining to the changes so that he may be kept current in all financial aid rules and regulations.

FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results and/or other college plans.

Yes, the admissions counselor has an office in which he can conduct private sessions with students and parents.

2. Is available equipment adequate to support service area goals/objectives/student learning outcomes? If no, provide response based on assessment results and/or other college plans.

Yes.

3. Does the service area generate revenue?

Yes, \$10.00 fee per admissions application

EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans

Action Plan Activity/Objectives	Status Complete/ Ongoing/Incomplete	Explanation
Service Area Mission Statement	Complete	There is now an established service area mission statement that supports college's institutional mission statement.
Admissions clerk	Ongoing/Incomplete	Financial aid staff has been assisting the admissions clerk with admissions work. This is a burden to the financial aid staff though so an admissions clerk needs to be hired soon.
Equipment-computer	Complete	The admissions counselor now has a computer.
fire proof filing cabinets	Complete	There are now filing cabinets that store student files.
Evaluations	Complete	The office now has a customer service evaluation so that visitors may rate the staff's performance, indicate how satisfied they were with the service, and provide feedback on possible improvements.
Staff development activities/training	Complete	Staff recently attended Microsoft Excel training at the end of last year.

SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

The admissions office's first strength lies in its staff. The staff has the educational background experience and expertise to provide admissions services to each clientele through annual admissions workshops and trainings and the staff was able to achieve the goals and objectives of the service area. The staff works above and beyond the normal working hours to ensure that the services provided to customers are done in a timely manner. The second strength is access to modern technology. Methods and Technology are up to date to carry out the service area functions.

2. List and explain service area improvement needs.

The service area's improvement need is hiring an admissions clerk to assist the admissions Counselor since financial aid staff has been assisting the counselor.

SERVICE AREA ACTIONS PLANS

Based on this current program review results, describe the program action plan/s for the next three (3) years. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve services/activities?	Needed Resources (if any)	Timeline
Admission clerk	The admissions counselor needs an assistant to help him with all admissions processes so financial aid staff can be free to do work pertaining to financial aid.		Fall 2015

RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	Clerk	\$10,408 annually	The admissions counselor needs an assistant to help him with all admissions processes so financial aid staff can be free to do work pertaining to financial aid.
Facilities			
Equipment			
Supplies			
Software			
Training			
Other			
Total			

Appendix B: Goals/Objective/SLOs – ILO Mapping

See Attached

Appendix C: Evidence (All assessment data within review cycle)

See Attached

Appendix D: All Assessment Tools

See Attached

Appendix E: Service Area Assessment Calendar

See Attached

APPENDIX B

ADMISSIONS & FINANCIAL AID – ADMISSIONS

Program		Student Learning Outcome (SLO)	Means of Assessment & Criteria for Success
1	ANNUAL RECRUITMENT SESSION	<ul style="list-style-type: none"> ○ Students (local high school seniors) will gain knowledge of Academic Programs and requirements .at PCC ○ Students (local high school seniors) will gain understanding of Admissions Application Requirements at PCC. 	<ul style="list-style-type: none"> ○ Post assessments will be administered to the participants at the end of the session and the result will indicate 70% understanding of the Academic Programs and requirements at PCC. ○ Post assessments will be administered to the participants at the end of the session and the result will indicate 70% of the Admissions Application Requirements at PCC.

APPENDIX C

Recruitment (PRE-ASSESSMENT) SPRING 2011						
Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/Not likely at all	I know a little, and I have a LOT of questions/Maybe	I know enough, but I have a few questions/Probably	I have a full understanding/Definitely	Blank	
	1	2	3	4		
1. How well do you know about the academic programs and requirements?	69/ 29%	128/ 53%	32/ 13%	11/ .05%	-	240
2. How well do you know about the support services?	103/ 43%	105/ 44%	25/ 10%	6/ .03%	1	240
3. How well do you know about the Admissions Entrance requirements?	56/ 23%	60/ 25%	24/ 10%	5/ .02%	95	240
4. What's the likelihood you will attend PCC?	38/ 16%	66/ 28%	80/ 33%	54/ 23%	2	240

Recruitment (POST-ASSESSMENT) SPRING 2011						
Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/Not likely at all	I know a little, and I have a LOT of questions/Maybe	I know enough, but I have a few questions/Probably	I have a full understanding/Definitely	Blank	
	1	2	3	4		
1. How well do you know about the academic programs and requirements?	10/ .04%	61/ 26%	99/ 42%	67/ 28%	-	237
2. How well do you know about the support services?	18/ .08%	64/ 27%	99/ 42%	56/ 24%	-	237
3. How well do you know about the Admissions Entrance requirements?	14/ .06%	38/ 16%	44/ 19%	45/ 19%	96	237
4. What's the likelihood you will attend PCC?	22/ .09%	64/ 27%	83/ 35%	68/ 29%	-	237

Office of Admissions & Financial Aid

Overall High School Recruitment Summary
SPRING 2012

Pre-Assessment

Question (KNOWLEDGE)	I don't know anything/No skills at all 1	I know a little, and I have a LOT of questions 2	I know enough, but I have a few questions/ 3	I have a full understan ding 4	Blank	TOTAL
1. How well do you know about the academic programs and requirements?	132/ 53%	88/ 35%	27/ 11%	2/ 1%	0	249
2. How well do you know about the support services?	158/ 63%	71/ 29%	20/ 8%	0	0	249
3. How well do you know about the Admissions Entrance requirements?	168/ 67%	60/ 24%	20/ 8%	1/ 0%	1/ 0%	249

Overall High School Recruitment Summary
SPRING 2012

Post-Assessment

Question (KNOWLEDGE)	I don't know anything/No skills at all 1	I know a little, and I have a LOT of questions 2	I know enough, but I have a few questions 3	I have a full understan ding 4	Blank	TOTAL
1. How well do you know about the academic programs and requirements?	1/ 0%	37/ 15%	101/ 41%	108/ 44%	0	247
2. How well do you know about the support services?	1/ 0%	52/ 21%	101/ 41%	93/ 38%	0	247
3. How well do you know about the Admissions Entrance requirements?	3/ 1%	45/ 18%	85/ 34%	114/ 46%	0	247

Office of Admissions & Financial Aid
2013-2014 Recruitment Summary

Mindszenty High School (MHS)-Session #1 (02/04/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	7 (30%)	16 (70%)	0	0	23
2. Admissions Entrance Requirements	7 (30%)	16 (70%)	0	0	23
3. Student Support Services	6 (26%)	17 (74%)	0	0	23

Emmaus High School (EHS)-Session #2 (02/06/12)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	6 (46%)	7 (54%)	0	0	13
2. Admissions Entrance Requirements	6 (46%)	7 (54%)	0	0	13
3. Student Support Services	9 (69%)	4 (31%)	0	0	13

Belau Modekngei School (BMS)-Session#3 (02/07/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	3 (100%)	0	0	0	3
2. Admissions Entrance Requirements	3 (100%)	0	0	0	3
3. Student Support Services	3 (100%)	0	0	0	3

Bethania High School(BHS)-Session #4 (02/07/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	8 (67%)	4 (33%)	0	0	12
2. Admissions Entrance Requirements	10 (83%)	2 (17%)	0	0	12
3. Student Support Services	11 (92%)	1 (8%)	0	0	12

Palau High School-Session#5 (02/11/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	24 (75%)	8 (27%)	0	0	32
2. Admissions Entrance Requirements	22 (69%)	10 (31%)	0	0	32
3. Student Support Services	22 (69%)	10 (31%)	0	0	32

Palau High School-Session#6 (02/12/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	41 (84%)	8 (18%)	0	0	49
2. Admissions Entrance Requirements	31 (65%)	18 (37%)	0	0	49
3. Student Support Services	32 (67%)	17 (35%)	0	0	49

Palau High School-Session#7 (02/13/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	6 (80%)	4 (20%)	0	0	20
2. Admissions Entrance Requirements	13 (65%)	7 (35%)	0	0	20
3. Student Support Services	16 (80%)	4 (20%)	0	0	20

Palau High School-Session#8 (02/14/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	19 (70%)	8 (30%)	0	0	27
2. Admissions Entrance Requirements	21 (78%)	6 (22%)	0	0	27
3. Student Support Services	15 (56%)	12 (44%)	0	0	27

Adult High School-Session#9 (02/18/13)

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Academic Programs and requirements that are available at PCC	6 (50%)	6 (50%)	0	0	12
2. Admissions Entrance Requirements	6 (50%)	5 (42%)	0	0	12
3. Student Support Services	7 (58%)	5 (42%)	0	0	12

APPENDIX D

PALAU COMMUNITY COLLEGE

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

Recruitment Session PRE- ASSESSMENT (Prospective Student)

Indicate the semester/year: SPRING 2011 High School Name _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No Skills at all	I know a little, and have a LOT of Questions	I know enough, but have a few questions	I have a full understanding
	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. How well do you know about the academic programs and requirements?				
2. How well do you know about the support services?				
3. How well do you know about the Admissions Entrance requirements?				

Question (ATTITUDE)	Not likely at all	Maybe	Probably	Definitely
	(1)	(2)	(3)	(4)
1. What's the likelihood you will attend PCC?				



Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Recruitment Session (Prospective Student)

PRE-
ASSESSMENT

Indicate the semester/year: SPRING 2012 High School Name _____

Please answer the questions below by marking the appropriate box. Your responses will help us improve our services/sessions.

Question (KNOWLEDGE)	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you know about the academic programs and requirements?				
2. How well do you know about the support services?				
3. How well do you know about the Admissions Entrance requirements?				



Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Recruitment Session (Prospective Student)

POST-
ASSESSMENT

Indicate the semester/year: SPRING 2012 High School Name _____

Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything (1)	I know a little, and have a LOT of questions (2)	I know enough, but I have a few questions (3)	I have a full understanding (4)
1. How well do you know about the academic programs and requirements?				
2. How well do you know about the support services?				
3. How well do you know about the Admissions Entrance requirements?				

1. What was most helpful about this Recruitment Session? _____

2. How can we improve this Recruitment Session for future student? _____

Office

of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
RECRUITMENT & ADMISSIONS ASSESSMENT
(Prospective Student)

Indicate Semester/Year: Spring 2013

Session #: _____

Please answer the questions below by marking the appropriate box. Your responses will help us improve our services/sessions.

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
4. Academic Programs and requirements that are available at PCC				
5. Admission Entrance Requirements				
6. Student Support Services				

7. What did you learn from this recruitment session that will be most helpful to your success at PCC?

8. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

Revised 1/2013

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
RECRUITMENT & ADMISSIONS ASSESSMENT
(Prospective Student)

Indicate Semester/Year: Spring 2013

Session #: _____

Please answer the questions below by marking the appropriate box. Your responses will help us improve our services/sessions.

Do you agree or disagree that PCC's Recruitment session have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
1. Academic Programs and requirements that are available at PCC				
2. Admission Entrance Requirements				
3. Student Support Services				

4. What did you learn from this recruitment session that will be most helpful to your success at PCC?

5. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

APPENDIX E

Recruitment

Recruitment sessions are held during the day where admissions staff meets with high school seniors and discuss admissions requirements and provide admissions applications to interested seniors and assist them to complete forms. The primary purpose of recruitment sessions is to inform graduating seniors about the educational opportunities that Palau Community College has for them. During the annual recruitment period, financial aid night sessions take place in the evenings while recruitments and financial aid nights generally take place during the spring semester of each year. Afterwards, assessment forms are passed out to the attendees so that they can give feedback about the session.

School Year 2010-2011

Date: January – February 2010

Schools: All high schools

School Year 2011-2012

Date: February – March 2011

Schools: All high schools

School Year 2012-2013

Date: February 2012

Schools: All high schools

Service Area Evaluation Forms

The Admissions & Financial Aid Office uses customer service evaluation forms to evaluate everyone who comes in to the office, whether they are current or potential students or groups or individuals who have questions or concerns about the financial aid programs and its requirements. In the evaluation form, financial aid application and financial aid application status are listed and can be marked if they are the purpose for one's visit. The staff's customer service is also listed and can be rated from a scale of 1 (being poor) to 4 (being excellent). Evaluations are taken out of the evaluation box, gathered, and then examined towards the end of each semester.

Evaluations are taken out of the evaluation box, gathered, and then examined towards the end of each semester.

Revised 1/20