PALAU
COMMUNITY
COLLEGE

"We Strive to Guarantee Quality and Excellence"

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.

T5 - Non-Academic Areas
(Administration & Finance, Development Office, Bookstore and
Institutional Research & Evaluation)
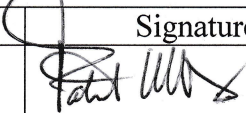
Three Year Program Review

Service Area

Bookstore

Period of Three Year Review

2015, 2016, and 2017

Program Review <u>Completed</u> By:

Name	Title	Signature	Date
Tchuzie Tadao	Director		March 30, 2018

Program Review <u>Certified</u> By:

Name	Title	Signature	Date
Dr. Patrick U. Tellei	President		March 30, 2018

Program Review <u>Received</u> By: (Institutional Research & Evaluation Office)

Name	Title	Signature	Date
LIGAYA SARA	INSTITUTIONAL RESEARCHER		03/40/18

I. MISSION OF SERVICE AREA

1. State the purpose (mission statement) of this service area. Bookstore is dedicated to support academic programs by providing students, faculty and staff needed educational resources to promote learning and success.
2. How does this service area purpose support the overall institutional mission? Provide the relationship of service area to the college Mission statement. Bookstore is responsible to provide needed academic resources and general merchandise goods for students, faculty, and community. Its mission statement supports the overall mission of the institution by ensuring continued support of student learning and success.

II. SERVICE AREA FUNCTIONS, SERVICE AREA OUTCOMES, GOALS & OBJECTIVES

1. List the principal functions of this service area below.

Function	Description
Bookstore Academic Textbooks	Academic Textbooks which are purchased by the college bookstore to support student learning in various academic programs ranging from Agriculture to Marine/Environmental Science.
Bookstore Academic Tools and Supplies	Academic Tools and Supplies available at the college bookstore to support Career and Technical Education courses. Collaborate with Academic Affairs to purchase tools or supplies for students and faculty enrolled in various programs of Career and Technical Education.
Bookstore college brand items and school supplies	College brand items are available the Bookstore to support the needs of students, faculty, and college community in promoting the college making it a one stop shop for their educational needs and supplies.

2. Provide Service Area Outcomes below.

Function	Service Area Outcome (SAO)
Bookstore Academic Textbooks	To Provide academic text books to support learning and Teaching in a timely manner. Work closely with Academic Affairs to order and purchase academic textbooks and have the textbooks available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction
Bookstore Academic Tools and Supplies	Provide academic tools/supplies to support learning and teaching in a timely manner for Career and Technical Education courses.

	To work closely with Academic Affairs to order and purchase academic tools/supplies and have the tools/supplies available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction.
Bookstore college brand items and school supplies	To sell variety of educational merchandise to promote the college and to provide a one stop school supplies shopping to the college community. Survey students, faculty and staff recommended.

3. Provide goals and objectives of each of the functions in this service area below.

Service Area Outcome (SAO)	Goal	Objective
	Goal 1: To provide academic text books to support learning and Teaching in a timely manner.	**Objective 1.1** Work closely with Academic Affairs to order and Purchase academic textbooks and have the textbooks available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction.
	Goal 2: To provide academic tools/supplies to support learning and teaching in a timely manner for Career and Technical Education courses.	**Objective 2.1** To work closely with Academic Affairs to order and purchase academic tools/supplies and have the tools/supplies available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction
	Goal 3: To sell variety of educational merchandise to promote the college and to provide a one stop school supplies shopping to the college community.	**Objective 3.1** Survey students, faculty and staff recommended educational merchandise; purchase; and sell at the College Bookstore to meet the needs of students, faculty and staff. Requires 85% of client satisfaction.

4. Provide summary of the Service Area Functions, Outcomes, Goals and Objectives below.

From Fall 2015 to Fall 2017, Bookstore provided needed educational resources and merchandise to over 2,000 students and 126 faculty. About 338 students in School of Technology and 27 college faculty were served. As result, Bookstore had served over 2,400 students and faculty during a three year period. The Bookstore goals and objectives support the college 15 Year Institutional Master Plan and the overall college mission statement by supporting student learning.

III. TREND ANALYSIS

1. Provide data and use data to indicate trends in each service area measures.

Function	Service Provided	Service Clientele	2015	2016	2017
Bookstore Academic Textbooks	Provide academic text books to support learning and teaching.	Student & Faculty	In Fall, Spring, and Summer 2015, Bookstore provided services to over 1,234 students and 84 faculty.	In Fall, Spring, and Summer 2016, Bookstore provided services to over 1,174 students and 72 faculty.	In Fall, Spring, and Summer 2017 Bookstore provided services to 1,064 students and 68 faculty.
Bookstore Academic Tools and Supplies	Provide academic tools/supplies to support learning and teaching for Career and Technical Education.	Student & Faculty	In Fall, Spring, and Summer 2015, Bookstore provided academic tools/services to 135 students and 11 CTE faculty.	In Fall, Spring, and Summer 2016, Bookstore provided academic tools/services to 109 students and 11 CTE faculty.	In Fall, Spring, and Summer 2017, Bookstore provided academic tools/services to 94 students and 10 CTE faculty.
Bookstore promoting college brand items and school supplies	Sell variety of educational merchandise to promote the college and to provide one stop school supplies shopping to the college community.	Student, Faculty & college community	In Fall, Spring, and Summer 2015, Bookstore sold educational merchandise to over 1,276 students and faculty.	In Fall, Spring, and Summer 2016, Bookstore sold educational merchandise to over 1,176 students and faculty.	In Fall, Spring, and Summer 2017, Bookstore sold educational merchandise to over 1,006 students and faculty.

2. Provide summary of trend analysis below.

From 2015 to 2017, Bookstore provided needed educational resources and merchandise to over 3,000 students and 140 faculty. About 338 students in School of Technology and 32 college faculty were served. As result, Bookstore had served over 3,500 students and faculty during a three year period.

3. Provide data and use data to indicate trends in staffing.

Staffing	Management Level (position)	Professional Level (credential)	Classified Level	Student Worker / Volunteer
2015			1 FT	3 ¼ time
2016			2 FT	4 ¼ time
2017			2 FT	3 ¼ time

4. Provide summary of trend analysis below.

Bookstore had one full-time employee in 2015. In 2016 and 2017, Bookstore had two full-time employees with the assistance of student workers in academic year 2015, 2016, and 2017.

IV. SERVICE AREA OUTCOMES, GOALS & OBJECTIVES ASSESSMENTS

1. Provide Service Area Outcomes assessment results below.

Year: 2015

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Bookstore Academic Textbooks	**Goal 1:** To Provide academic text books to support learning and Teaching in a timely manner. **Objective 1.1** Work closely with Academic Affairs to order and Purchase academic textbooks and have the textbooks available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction	This year, Bookstore was not able to assess its goal and objective as the assessment tool was not available and therefore rely on the bookstore textbook inventory which indicated sufficient academic textbooks available in Fall, Spring, and Summer to support student learning and teaching. Inventory listing also guides purchasing of textbooks every semester.	With the textbook inventory, the Bookstore rely on the inventory quantity to order textbooks. As such, purchased books are sufficient to support student learning and faculty teaching. The Bookstore sees the need to have the tool to assess satisfactory service. Over 300 academic titles are available to support student learning and teaching.	The Bookstore sees the need to have the actual tool to assess the services for area improvement and therefore will be assessing the services in 2018
Bookstore Academic Tools	**Goal 2:** To Provide academic	This year, Bookstore was not	With the textbook inventory, the	The Bookstore sees the need to

and Supplies	tools/supplies to support learning and teaching in a timely manner for Career and Technical Education courses. **Objective 2.1** To work closely with Academic Affairs to order and purchase academic tools/supplies and have the tools/supplies available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction	able to assess its goal and objective as the assessment tool was not available and therefore rely on the bookstore tools/supplies inventory which indicated sufficient academic tools/supplies were available in Fall, Spring, and Summer to support student learning and teaching. Inventory listing also guides purchasing of textbooks every semester.	Bookstore rely on the tools/supplies inventory to order textbooks. As such, purchased books are sufficient to support student learning and faculty teaching. The Bookstore sees the need to have the tool to assess satisfactory service. Over 60 academic tools/supplies available to support student learning and teaching.	have the actual tool to assess the services for area improvement and therefore will be assessing the services in 2018
Bookstore promoting college brand items and school supplies	**Goal 3:** To sell variety of educational merchandise to promote the college and to provide a one stop school supplies shopping to the college community. **Objective 3.1** Survey students, faculty and staff recommended	Bookstore monthly inventory indicated sufficient college brand merchandise are available to promote the college and provided needed supplies to students, faculty, and the college community.	Bookstore inventory had over 50 college brand items such as T-shirts, pens, notepads, bags, ruler, jersey, etc. that are available to promote the college and clienteles. The Bookstore is tailored to provide the school supplies to meet the needs of students and faculty.	With the inventory, the Bookstore continued during this cycle to just rely on the available information. However the service area is realizing that an actual assessment tool is needed for area improvement and therefore will assess the services in 2018.

Year: 2016

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Bookstore Academic Textbooks	**Goal 1:** To Provide academic text books to support learning and Teaching in a timely manner.	This year, Bookstore was not able to assess its goal and objective as the assessment tool was not available and	With the textbook inventory, the Bookstore rely on the inventory quantity to order textbooks. As such, purchased	The Bookstore sees the need to have the actual tool to assess the services for area improvement and therefore will be

		therefore rely on the bookstore textbook inventory which indicated sufficient academic textbooks available in Fall, Spring, and Summer to support student learning and teaching. Inventory listing also guides purchasing of textbooks every semester.	books are sufficient to support student learning and faculty teaching. The Bookstore sees the need to have the tool to assess satisfactory service. Over 300 academic titles are available to support student learning and teaching.	assessing the services in 2018
	Objective 1.1 Work closely with Academic Affairs to order and Purchase academic textbooks and have the textbooks available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction			
Bookstore Academic Tools and Supplies	**Goal 2:** To Provide academic tools/supplies to support learning and teaching in a timely manner for Career and Technical Education courses. **Objective 2.1** To work closely with Academic Affairs to order and purchase academic tools/supplies and have the tools/supplies available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction	This year, Bookstore was not able to assess its goal and objective as the assessment tool was not available and therefore rely on the bookstore tools/supplies inventory which indicated sufficient academic tools/supplies were available in Fall, Spring, and Summer to support student learning and teaching. Inventory listing also guides purchasing of textbooks every semester.	With the textbook inventory, the Bookstore rely on the tools/supplies inventory to order textbooks. As such, purchased books are sufficient to support student learning and faculty teaching. The Bookstore sees the need to have the tool to assess satisfactory service. Over 60 academic tools/supplies available to support student learning and teaching.	The Bookstore sees the need to have the actual tool to assess the services for area improvement and therefore will be assessing the services in 2018
Bookstore promoting college brand items and school supplies	**Goal 3:** To sell variety of educational merchandise to promote the college and to provide a one stop school supplies shopping to the college community.	Bookstore monthly inventory indicated sufficient college brand merchandise are available to promote the college and provided needed supplies to students, faculty, and the college community.	Bookstore inventory had over 50 college brand items such as T-shirts, pens, notepads, bags, ruler, jersey, etc. that are available to promote the college and clienteles. The	With the inventory, the Bookstore continued during this cycle to just rely on the available information. However the service area is realizing that an

	Objective 3.1 Survey students, faculty and staff recommended		Bookstore is tailored to provide the school supplies to meet the needs of students and faculty.	actual assessment tool is needed for area improvement and therefore will assess the services in 2018.

Year: 2017

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Bookstore Academic Textbooks	**Goal 1:** To Provide academic text books to support learning and Teaching in a timely manner. **Objective 1.1** Work closely with Academic Affairs to order and Purchase academic textbooks and have the textbooks available at the College Bookstore before the first day of instruction. Requires 85% of client satisfaction	This year, Bookstore was not able to assess its goal and objective as the assessment tool was not available and therefore rely on the bookstore textbook inventory which indicated sufficient academic textbooks available in Fall, Spring, and Summer to support student learning and teaching. Inventory listing also guides purchasing of textbooks every semester.	With the textbook inventory, the Bookstore rely on the inventory quantity to order textbooks. As such, purchased books are sufficient to support student learning and faculty teaching. The Bookstore sees the need to have the tool to assess satisfactory service. Over 300 academic titles are available to support student learning and teaching.	The Bookstore sees the need to have the actual tool to assess the services for area improvement and therefore will be assessing the services in 2018
Bookstore Academic Tools and Supplies	**Goal 2:** To Provide academic tools/supplies to support learning and teaching in a timely manner for Career and Technical Education courses. **Objective 2.1** To work closely with Academic Affairs to order and purchase academic tools/supplies and have the tools/supplies	This year, Bookstore was not able to assess its goal and objective as the assessment tool was not available and therefore rely on the bookstore tools/supplies inventory which indicated sufficient academic tools/supplies were available in Fall, Spring, and Summer to support student learning	With the textbook inventory, the Bookstore rely on the tools/supplies inventory to order textbooks. As such, purchased books are sufficient to support student learning and faculty teaching. The Bookstore sees the need to have the tool to assess satisfactory service. Over 60 academic	The Bookstore sees the need to have the actual tool to assess the services for area improvement and therefore will be assessing the services in 2018

| Bookstore promoting college brand items and school supplies | **Goal 3:** To sell variety of educational merchandise to promote the college and to provide a one stop school supplies shopping to the college community.

Objective 3.1 Survey students, faculty and staff recommended | Bookstore monthly inventory indicated sufficient college brand merchandise are available to promote the college and provided needed supplies to students, faculty, and the college community. | Bookstore inventory had over 50 college brand items such as T-shirts, pens, notepads, bags, ruler, jersey, etc. that are available to promote the college and clienteles. The Bookstore is tailored to provide the school supplies to meet the needs of students and faculty. | With the inventory, the Bookstore continued during this cycle to just rely on the available information. However the service area is realizing that an actual assessment tool is needed for area improvement and therefore will assess the services in 2018. |

2. Provide summary of the Service Area Outcomes assessment including the trend analysis of the last three years below.

PCC Bookstore was not able to assess its goals and objectives as it was still in the process of creating the assessment tool during this period however, it has provided sufficient academic textbooks for students and faculty, tools/supplies for CTE courses, and college brand merchandise to promote the college including consumable goods to meet expectations of the college community.

V. PERSONNEL

1. List the information requested below for all full-time and part-time personnel.

Position/Title (no name)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties (Use HR information)
Bookstore Supervisor	FT	AS	1/24/96	Reporting to the Director of Development, Bookstore Supervisor is to attend to customers service needs, complete sales transaction; carry out stock keeping and inventory control duties. Also assist in the maintenance of a clean, tidy and attractive store

				environment.
Bookstore Clerk	FT	AS	10/24/16	Assist Bookstore Supervisor in customer service needs including cash register, inventory, purchasing of goods, stock keeping, inventory control duties. Supervise student worker on a daily basis for clean and tidy store environment.

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

Yes.

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

Yes.

4. Provide summary of Personnel in the space below.

Bookstore has adequate number of full-time staff to provide needed services to students, faculty and the college community.

VI. PROFESSIONAL DEVELOPMENT ACTIVITIES

1. In what professional organizations (related to work position, duties and responsibilities) do personnel in this service area participates in?

Organization	No. of Personnel Participating	Office Held (if any)
Classified Staff Organization	2	Member Only

2. List professional development activities that personnel in this service area have participated in during this review period? (Such activities include trainings, workshops, courses, and degrees both on and off island.)

Professional Development Activity	No. of Personnel Participating	Date of Activity
PCC Liberal Arts Courses	1	Spring 2015 – Fall 2017

3. Do any personnel need any 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 plan(s).

None during this reporting period.

4. Provide summary of Professional Development Activities below.

Bookstore Supervisor graduated at Palau Community College with an Associate of Science degree in accounting. Bookstore Supervisor is hired with qualified credentials to oversee Bookstore operations and services and currently enrolled in Liberal Arts program. Bookstore Clerk graduated with a degree in Office Administration with qualified credentials to assist in Bookstore operation.

VII. 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 plan(s).

Yes

2. Is available equipment adequate to support service area functions? If no, provide response based on assessment results and/or other college plan(s).

Yes

3. Does the service area generate revenue? If yes, explain how it is generating revenue.

Yes, the Bookstore sells consumable goods such as drinks, assorted sweets, canned goods, lunch boxes, assorted snacks that are purchased from local vendors such as Surangel and Sons Co., Western Caroline Trading Company, Shimbros, Palau Water, and NECO Tabecheding purified water. A 5% mark up for all consumable and merchandise goods which result in profits for the college.

4. Provide summary of Facilities and Equipment below.

Bookstore has available space to support all general merchandise, academic textbooks, CTE tools and supplies to support student learning.

VIII. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

1. Indicate the period of the last program review cycle of this service area.

Cycle: 2nd	Years: 2012, 2013, & 2014

2. Indicate the status of the previous program review action plans below.

Action Plan Activity/Objective	Status Complete/Ongoing/Incomplete	Remarks
Bookstore is seeking to hire additional full-time clerk to assist bookstore supervisor	Completed	Since hiring of a Bookstore Clerk, the Bookstore has expedited purchase orders, restocking of goods and textbooks quickly. Monthly inventory had been submitted on time.

3. Provide evaluation summary of the previous Program Review Action Plans below.

Bookstore hired additional full-time employee in 2016 to assist Bookstore Supervisor on a daily basis. As result, Bookstore operation is much at ease and tasks can be completed on time.

IX. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

Bookstore continues to support students, faculty and college community by providing needed educational resources through available academic text books, general merchandise, consumable goods, and college brands. During 2015 to 2017, Bookstore hired additional full-time clerk to assist Bookstore Supervisor with much needed daily tasks to improve services in support of student learning.

2. List and explain service area improvement needs based on assessment results and/or other college plan(s).

College brand items need to be available and display for students and staff to purchase.

3. Provide summary of Strengths and Improvement Needs below.

Bookstore continues to support students, faculty and college community by providing needed educational resources on a daily basis including prime selling items such as consumable goods. Daily operation has improved but still need room for improvements.

X. SERVICE AREA ACTION PLANS

1. Based on this program review results, describe the service area action plan(s) for the next cycle. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve the service area?	Needed Resources (if any)	Timeline
During this reporting period, no action plans indicated as previous action plan to hire additional bookstore clerk has been met.			

2. Provide summary of Action Plan(s) for the next cycle below.

None during this reporting period.

XI. RESOURCE REQUEST

1. Based on Service Area Action Plans, provide detailed information for any resources that will be requested below.

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	-	-0-	
Facilities	-	-0-	
Equipment	-	-0-	
Supplies	-	-0-	
Software	-	-0-	
Training	-	-0-	
Other	-	-0-	
Total	-	-0-	

2. Provide summary of Resource Request that may require institutional support to ensure the implementation of service area action plans.

During this reporting period, Service Area Action Plans doesn't call for any resource request and therefore able to provide needed services to students, faculty, and college community in support of student learning and service area mission.