

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 Program Review:

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. Examples are in **green**, remove when you start writing.
3. Submit completed and signed Program Review in both hard copy and electronic copy format to the Institutional Research & Evaluation Office.
4. Required Evidence (supporting documents) must be included for submission.
 - Appendix A: Yearly assessment data and analysis results (e-copy only)
 - Appendix B: Service Area Mapping (e-copy only)
 - Appendix D: Service Area Assessment Calendar (e-copy only)
5. Be sure to keep both hard and electronic copies for your file.

Note: Other college plans may include the 15-Year Institutional Master Plan, the 5-Year Technology Plan, Institutional Learning Outcomes, Institutional-Set Standards for Student Achievement, or other plans, such as an approved department plan or committee plan.

SERVICE AREA REVIEW

I. MISSION OF SERVICE AREA

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

To provide three (3) healthy meals a day in a clean and conducive environment to help promote the academic, cultural and social needs of students.

2.How does this service area purpose support the overall institutional mission? Provide the relationship of service area to the college Mission statement.

The purpose of this service area is to provide healthy meals to support the academic, cultural and social needs of students; with healthy support, students would be able to succeed in their educational goals.

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

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

Function	Description
Healthy Meals	To provide and prepare nutritious meals daily to students.
Catering Services	To prepare for college activities / functions and to accommodate community requests.
Clean and conducive environment	To provide a clean and conducive eating environment for students.

2. Provide Service Area Outcomes below.

Function	Service Area Outcome (SAO)
Healthy Meals Catering Services	-To prepare three healthy meals daily to students. -To provide catering services to college functions as well as promoting healthy eating.
Catering Services	To provide catering services to accommodate community request.
Clean and conducive environment	To maintain a clean cafeteria cooking and dining areas regularly.

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

Service Area Outcome (SAO)	Goal	Objective
To prepare three healthy meals daily to students.	To provide three healthy meals daily.	At least 65% of clientele will be satisfied with served healthy meals.
To provide catering services to	To provide services to major	At least 3 major functions of

college functions as well as promoting healthy eating.	college functions	the college will be provided by the cafeteria.
To provide catering services to accommodate community request.	To provide services to outside request.	At least 10 outside request will be provided by the cafeteria.
To maintain a clean cafeteria cooking and dining areas regularly	To provide a clean cooking and eating environment	To reach 65% of satisfactory from clientele.

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

The unit exists to provide three healthy meals everyday to students residing at the student housing. The service area also provides services to cater for all activities and functions of the college. The service area also makes it available catering services for outside community request.

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
Healthy Meals	Prepared, cooked, and served breakfast, lunch and dinner	College Housing and Outside Residents	Meals provided to <i>spring</i> – 49,050 for 109 students in 151 days; - <i>Summer</i> – 14,274 for 78 students in 61 days; <i>Fall</i> – 56,916 for 124 students in 153 days. Total - 120,240 servings of meals in a year	Meals provided to <i>Spring</i> – 52,548 for 116 students in 151 days; <i>Summer</i> – 16,104 for 88 students in 61 days; <i>Fall</i> – 49,572 for 88 students in 153 days. Total – 118,224 servings of meals in a year	Meals provided to <i>Spring</i> - 46,350 for 103 students in 151 days; <i>Summer</i> – 14,274 for 54 students in 61 days; <i>Fall</i> – 47,277 for 103 students in 153 days. Total – 103,509 servings of meals in a year
Catering Services (College Activities and Functions)	Prepared, cooked and packed food items	College Activities & Functions Participants	122 catering request ranging between 4- 1,124 servings of snacks /	108 catering request ranging between 5 – 1,275 servings	98 catering request ranging between 12 – 500 servings

			prepacked meals	of snacks / prepacked meals	of snacks / prepacked meals
Catering Services	Prepared, cooked and packed food items	Community Members	65 catering request ranging between 10 – 2,750 servings of snacks / prepacked meals	61 catering request ranging between 12 – 600 servings of snacks / prepacked meals	56 catering request ranging between 12 – 500 servings of snacks / prepacked meals

2. Provide summary of trend analysis below.

The trend analysis shown indicates that the serving number decreased from 2015 to 2017. In 2015 the total of servings made to those who reside in the college housing was 120,240 servings in a year. The number dropped in 2016 whereas it decreased to 118,224 servings in a year. On 2017 its shows that the number of servings made was also dropped, with a total of 103, 509 servings in that year. The unexpected decline in serving of meals made from the year 2015 to 2017 is based on the number of students residing in the college housing.

Catering services made to college activity and function such as: CTE awareness week, PCC Charter day, End of the Year get together for all bi-weekly donors, etc... The trend of this service has also decreased in number within the year of 2015 to 2017. From 2015 a total of one hundred and twenty two (122) inter-departmental work orders were made, requests ranging from 4 – 1,124 servings of snacks / pre-packed meals. On 2016 the number of work orders was dropped to a total of one hundred and eight (108) requests, ranging from 5 – 1,275 servings of snacks / prepacked meals. And, on 2017 the number of work order request continued to drop to a total of ninety eight (98) requests. With the number of requests ranging from 12 – 500 servings of snacks / prepacked meals. Reasons for less request of catering services were probably due to cost and other goals and objectives that need to be met by departments/programs which required funding. The reasons are not very clear at this time but the cafeteria will continue to provide this service to the college community.

The cafeteria also had always catered for the outside community requests. The trend indicates that service made to outside request also shows a slight decrease in numbers. In the year of 2015 sixty five (65) requests were made ranging from 10 – 2,750 servings of pre-packed meals/set menu. In the year of 2016 the number of catering request slightly dropped to sixty one (61) requests ranging from 12 – 600 servings of pre-packed meals/set menu. In 2017, the trend also shows a slight drop of number of request made, requests dropped to fifty six (56) with servings ranging from 12 – 500 servings of pre-packed meals/ set menu. The unit has no clear reason for how the service request decline within over the three year period. The unit will still continue to provide services for outside community request.

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

Staffing	Management	Professional Level	Classified Level	Student Worker /
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	Level (position)	(credential)		Volunteer
2015	0	1	7	4 ¼ & ½ half time
2016	0	1	7	31 ¼ & ½ half time
2017	0	1	7	35 ¼ & ½ half time

4. Provide summary of trend analysis below.

On 2015 to 2017 the unit has one (1) Professional Level and 7 classified level designees. The trend of staffing has been consistent for three years. The number of student workers / volunteers increased from year 2015 to 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
Healthy Meals – To Provide three (3) healthy meals a day for students	To reach 65% of satisfactory from clientele	Satisfactory Survey	* On Fall 2015 78.10% of students were satisfy that the unit provided three (3) healthy meals * On Spring 2015 76.10% of students were satisfy that the unit provided three (3) healthy meals	The unit reached its goals of satisfactory from clientele. The cafeteria will continue to provide services to its clientele.
Catering Services (College Activities and Functions)	To perform at least three (3) major activities/function of the college	Number of work order	The unit performed a hundred and twenty two (122) inter-department work orders which include more than three (3) major college activity/function.	The unit reached its goals by exceeding at least three (3) major college activities/function. The unit will continue to provide services to college request.
Catering Services:	To perform at	Number of work	The unit	The unit reached

- Catering services made to outside request	least 10 community request	order	performed sixty five (65) outside community request which is more than ten (10) outside request performed	its goals, the service area will continue to perform outside community request
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Year: 2016

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Healthy Meals – To Provide three (3) healthy meals a day for students	To reach 65% of satisfactory from clientele	Satisfactory Survey	* On Fall 2016 68.05% of students were satisfy that the unit provided three (3) healthy meals * On Spring 2016 70.60% of students were satisfy that the unit provided three (3) healthy meals	The unit reached its goals of satisfactory from clientele. The cafeteria will continue to provide services to its clientele.
Catering Services (College Activities and Functions)	To perform at least three (3) major activities/function of the college	Number of work order	The unit performed a hundred and eight (108) inter-department work orders which include more than three (3) major college activity/function.	The unit reached its goals by exceeding at least three (3) major college activities/function. The unit will continue to provide services to college request.
Catering Services: - Catering services made to outside request	To perform at least 10 community request	Number of work order	The unit performed sixty one (61) outside community request which is more than ten (10) outside request performed	The unit reached its goals, the service area will continue to perform outside community request

Year: 2017

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Healthy Meals – To Provide three (3) healthy meals a day for students	To reach 65% of satisfactory from clientele	Satisfactory Survey	* On Fall 2016 74.95% of students were satisfy that the unit provided three (3) healthy meals * On Spring 2016 73.60% of students were satisfy that the unit provided three (3) healthy meals	The unit reached its goals of satisfactory from clientele. The cafeteria will continue to provide services to its clientele.
Catering Services (College Activities and Functions)	To perform at least three (3) major activities/function of the college	Number of work order	The unit performed a ninety eight (98) inter-department work orders which include more than three (3) major college activity/function.	The unit reached its goals by exceeding at least three (3) major college activities/function. The unit will continue to provide services to college request.
Catering Services: - Catering services made to outside request	To perform at least 10 community request	Number of work order	The unit performed fifty six (56) outside community request which is more than ten (10) outside request performed	The unit reached its goals, the service area will continue to perform outside community request

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

The service area provides services to its clientele (students) residing in the campus, the unit provides three (3) health meals to the students every day throughout the year regardless a student dines in or not. Satisfactory assessments are being conducted to get a better perspective on the services made to cafeteria clientele. Other services, such as catering services, made to college activities/ functions and outside community request are being assessed by the number of request made. For the college request, the unit's services are to perform at least three (3) major college activities/ function. For the outside community request, the unit's services are to perform at least ten (10) outside requests.

The trend of the services made that were being assessed shows that the service area reached its goals. Satisfactory surveys were conducted twice a semester only during Fall and Spring, from the beginning and towards the end of each semester. In 2015, it shows that the unit's clientele were satisfied that the

service area provided three (3) healthy meals. The unit reached 78.10% of satisfactory from fall 2015 and in spring 2015 it reached 76.10% of satisfaction. In 2016 the unit's satisfactory results dropped during the fall semester, the unit got 68.05%, but during the spring it went up to 70.60% of satisfactory result. During the fall of 2017 results went up to 74.95% then it decreases to 73.60% during spring 2017. During the three (3) year period the unit reached its goals to reach above 65% of student satisfaction. The service area will continue to provide services to its clientele.

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)
Food Service Supervisor	Full Time	HS Diploma	11/23/1998	<ul style="list-style-type: none"> • Ensure Cafeteria food is of the highest possible standard by applying expertise and professionalism in the planning of menus, purchasing, quality and quantity of foodstuff within budget parameters and by maximizing best possible purchasing opportunities. • Responsible for developing and implementing a rigid portion control system for each food type and will ensure that his/her staff understand and comply with the system at all times. • Responsible for the overall quality of the meals and will supervise the preparation, cooking, and presentation. • Scrupulous attention to cleanliness, safety and sanitation throughout his/her areas of responsibility is paramount and it is expected that the supervisor will personally review the

				<p>food service and food storage areas at least once per day to ensure highest possible standards are being maintained.</p> <ul style="list-style-type: none"> • Responsible for the planning, preparation and coordination of work schedules and shift assignments. • Supervisor will report to the attention of Director of Finance any improvements to methods, quality, cost effectiveness or other issues which he/she believes will enhance the Food Service on campus. • Administrative requirements of this position include the ordering of the required food items, maintaining the required records of purchases etc, maintaining inventory control on all food items supplies and equipment. • Responsible for the preparation and timely submission of a Monthly Report and Inventory Report and will assist in the preparation of an annual budget for the Food Service operation. <p>Supervisor will report to Director of Finance and Vice President Administration in establishing these systems and policies.</p>
Food Service Coordinator	Full Time	C.A.	11/17/1990	<ul style="list-style-type: none"> • Responsible for the identification of workload needs for his/her shift operation and the overall supervision and coordination of all food preparation and cooking within the prescribed

				<ul style="list-style-type: none"> menu schedule. Responsible for monitoring and direct supervision of the system of portion control for each foodstuff and will bring to the Food Service Supervisor's attention any discrepancy in either quantity, quality of food, and wastage, together with recommendations on solution of the problem. Perform lead person food service duties and supervise and coordinate the preparation, cooking, and dispensing of meals during a designated work shift. The incumbent requests to the Supervisor for foodstuffs and other supplies as required for his/her shift. Maintains a high level of morale, job satisfaction and performance output by providing consistent positive leadership, training and encouragement for staff under his control ensuring they have clearly defined achievable objectives and that they receive appropriate personal development, recognition and rewards.
Lead Cook	Full Time	HS Diploma	2/26/1989 Retired on 8/14/2017	<ul style="list-style-type: none"> Responsible for planning the preparation and cooking schedule so that the required meals are available for serving at the correct time. Responsible for assisting in minimizing wastage

				<p>and will communicate closely with the shift Food Service Coordinator to ascertain as near as possible exactly how many meals will be required.</p> <ul style="list-style-type: none"> • Responsible for the washing of all dishes, pots, utensils etc. and the cleaning tasks in the kitchen and cafeteria to sustain the highest possible standards of hygiene and sanitation. • The Lead Cook brings to the attention of the Coordinator or Supervisor any equipment which requires repair/replacement in order to maintain serviceability or for hygiene reasons. • The incumbent will act in the absence of the Food Services Coordinator. He/she will supervise cooks and Work Study students as required.
Cook	Full Time	HS Diploma	1/25/2003	<ul style="list-style-type: none"> • Assist the Food Service Co-ordinator preparing and cooking meals to PCC students & other outside workorders. • Responsible for preparation of raw materials and basic cooking. • Cook a variety of food to meet requirements of the scheduled menu. • Sanitation Procedures • Storage of food supplies • Serving portion control
Cook	Full Time	HS Diploma	8/5/2013	
Cook	Full Time	HS Diploma	2/10/2014	
Cook	Full Time	HS Diploma	2/23/2015	
Cook	Full Time	HS Diploma	12/4/2017	
Supply Clerk	Full Time	AAS	5/20/2013	<ul style="list-style-type: none"> • Assist the Food Service Supervisor in the processing of purchase orders and work orders in accordance with

				<p>College policies and procedures.</p> <ul style="list-style-type: none"> • Assist with inventory checks and the issue of domestic supplies and maintain supply facilities clean and tidy. • Assist Food Service Supervisor in managing, coordinating, and supervise all purchases for the cafeteria and update the annual inventory. • Responsible for the purchase and control of food stuff purchases for the cafeteria and issuing daily request from Food Service Coordinator. • Assist in receive, unload and inspect deliveries for quantity and ensure the merchandise is in good and serviceable condition. • Ensures stock and materials held in Supply Storeroom are maintained in good condition by observing sound stock-keeping practices, carrying out frequent dusting and cleaning of facilities. <p>Perform other duties assigned by her supervisor and designee.</p>
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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).

No, based on the unit's service functions and trend analysis, the unit needs additional staff to support its services.

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.

- The service area consists of one (1) food service supervisor who oversees the day to day operation of the cafeteria.
- There is one (1) food service Coordinator who is in charge of the overall supervision and coordination of all food preparation and cooking within the prescribed menu schedule, this position reports directly to the food service supervisor.
- There is one (1) lead cook; he/she reports directly to the food service coordinator and he/she will act in the absence of the Food Services Coordinator.
- Cooks are those who are responsible for the preparation of raw materials and basic cooking, they report directly to the lead cook or to the food service coordinator.
- The unit also consists of one (1) supply clerk who assist the Food Service Supervisor in managing, coordinating, and supervising all purchases for the cafeteria and update the annual inventory. This personnel report directly to the food service supervisor.

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	8	none

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
Institutional Effectiveness Training	1	August 3 – 4, 2017
Assessment workshop	2	October 3 & 5, 2017
30 th Pacific Educational Conference	2	July 17 – 21, 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).

Customer service training
Food sanitation procedure

4. Provide summary of Professional Development Activities below.

Workshop and trainings are conducted for each service area in developing assessment that are needed in order to know if a service area is meeting its requirements in fulfilling the needs of its clientele. In the cafeteria unit, trainings on customer service are needed on a time to time basis. Trainings on food sanitation procedure have improved over the years; such trainings will be helpful and well practiced.

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 and No

Yes, the work space is adequate, however, assessment results shows renovation work is needed for the roof and ceiling. It's leaking when it rains which makes it unsafe to walk on the floor. Walls and ceilings need to be patched up to stop rodents from entering the cafeteria, and flooring needs to be resurfaced. For the safety of the students and the personnel in order to ensure that the service area is adequate enough to fulfill its services.

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

No, service area needs to upgrade cooking appliance for the safety of its personnel. Most of the units' industrial appliance is outdated and some are damaged. The units' walk-in-chiller is in need of replacement, its cooling system has been down for almost a year.

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

Yes, the community catering services brings in revenue to the college.

4. Provide summary of Facilities and Equipment below.

The service area provides enough space for daily operation; the facility needs to be renovated for the safety of its clientele and personnel. Equipments, such as our industrial cooking appliance are outdated; some are damaged but still manageable to be used. Major needs are for the service area's walk-in-chiller, the whole cooling system has been down for almost a year. For the safety of food storage security, the chiller needs to maintain a temperature that keeps the freshness of fresh produce and reduce the possibility of cross contamination or food spoilage.

VIII. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

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

Cycle: January 2012 – December 2014	Years: 3
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2. Indicate the status of the previous program review action plans below.

Action Plan Activity/Objective	Status Complete/Ongoing/Incomplete	Remarks
Hire additional staff	Complete	The unit hired one cook on Feb. 23, 2015 And another cook on Dec.04, 2017
Renovation on the facility	Incomplete	Process is still pending
Equip the unit with a A new deep fryer	Complete	The unit purchased a deep fryer on Jan. 27, 2017, received the item on March 20. 2017, but it was the wrong model when received. Parts are still pending.
Trainings for Cooks	Incomplete	No trainings available for culinary arts and customer service

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

- The unit hired 2 cooks during this three (3) year cycle, one staff was hired on February 23, 2015 and another on December 04, 2017. This action plan has been completed.
- Renovation on the facility is still pending, waiting if there are any available funds to complete the task requested.
- The unit purchased a deep fryer on Jan. 27, 2017 and received the item on March 20. 2017. The item was the wrong model when inspected and tested upon delivery. Parts are still pending as of today.
- Trainings requested are still incomplete, no trainings were available and it also would depend on available funds.

IX. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

Team work and open communication is the key to complete daily tasks. We prepare three healthy meals a day and inter/outside work order on a timely matter. Even though, we are short of staff, we still get all major college function and community request done on time. We prioritize our work and work as a team.

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

- Customer service training, to be able to handle difficult customers and their complains
- Renovation of facility, for the safety of the personnel and clientele
- Equip cafeteria with new cooking equipments, to replace damage and outdated equipments

3. Provide summary of Strengths and Improvement Needs below.

The service area's personnel works closely as a team regardless a staff holds different kind of position, task are done on a timely matter. The unit's personnel works as a team, good communication is the key needed to complete a task. Requested service area improvements are needed for the safety of the service area's clientele and personnel. To ensure food safety in a clean and conducive cooking and eating environment.

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
Replace walk-in-chiller's cooling system	Food safety for our clientele, the unit has to provide a safe food storage	Depend on funding	ASAP
Renovation on the facility	For the safety of our clientele and the unit personnel, renovation of the facility will ensure safety and security to the cafeteria personnel and clientele during rainy days; stop the rats from entering the cafeteria through the broken pipes, holes on the ceiling and walls; and ensure safety of stored food products. Flooring needs to be resurfaced for the safety of personnel and student workers.	Depend on funding	ASAP
Equip the service area with updated industrial kitchen appliance	For the safety of all personnel on duty. Appliance are outdated and some are damaged / in bad conditions.	Depend on funding	ASAP
Provide New and Updated Computer	For daily office use and to ensure a secure data keeping	Depend on funding	ASAP

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

* The unit is requesting for these action plans to be complete for the next three years, but it would also will be depended on the availability of funds to take on these projects. These are all requested to be done as soon as possible, for the safety of the unit’s clientele and personnel.

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
Facilities	Replace roof, patch ceiling, patch walls and resurface kitchen area flooring	* Depend on available funds	* For the safety of our clientele and the unit personnel, renovation of the facility will ensure safety and security to the cafeteria personnel and clientele during rainy days; stop the rats from entering the cafeteria through the broken pipes, holes on the ceiling and walls; and ensure safety of stored food products. Flooring needs to be resurfaced for the safety of personnel and student workers.
Equipment	Replace undated and damaged industrial cooking appliances	* Depend on available funds	*For the safety of all personnel on duty. Appliance are outdated and some are damaged / in bad conditions.
Other	Replace walk-in-chiller’s cooling system	* Depend on available funds	*Food safety for our clientele, the unit has to provide a safe food storage
Other	Computer	*Depend on available funds	* To prevent any data loss, makes daily office work faster without any lacking.
Total			

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

* The unit is requesting that these type of requested resources be made possible, to ensure the food safety and preparation for the unit’s clientele. It also would prevent any hazardous incident that could harm the unit’s clientele and personnel. And, to provide the service area with a new and updated computer to ensure a safe data keeping.

