



“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.

Non-Academic Areas
(Administration & Finance, Development Office, Bookstore and
Institutional Research & Evaluation)

Three Year Program Review

Service Area

Physical Plant Division – Security Unit

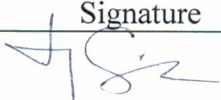
Period of Three Year Review

FY 2015; FY 2016; FY 2017


Program Review Completed By:

Name	Title	Signature	Date
Clement Kazuma	Director		4/5/2018

Program Review Certified By:

Name	Title	Signature	Date
Jay Olegeriil	Vice President		4/13/2018

Program Review Received By: (Institutional Research & Evaluation Office)

Name	Title	Signature	Date
Ligaya Sara	Institutional Researcher		4/13/2018

SERVICE AREA REVIEW

I. MISSION OF SERVICE AREA

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

Campus Security Unit exists to make sure the students, staff, faculty and properties of the college are safe and secured to promote the college educational objectives.

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 is to ensure a secured and safe campus to promote and support learning and student success.

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

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

Function	Description
Campus Security	To provide security for students, employees, patrons and college properties.

2. Provide Service Area Outcomes below.

Function	Description
Campus Security	To provide security for students, employees, patrons and college properties. 70% of service users will be satisfied with the campus security.

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

Not applicable with this unit, see service area outcomes mentioned above.

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

Prior to service area outcomes (SAO), the Unit had goals and objectives. The goals and objectives of the Unit were turned into service area outcomes and continued implementation.

III. TREND ANALYSIS

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

Function	Service Provided	Service Clientele	FY 2015	FY 2016	FY 2017
Campus Security	Security of students, employees, patrons, and properties.	College students, employees, patrons, and properties.	365 days	365 days	365 days

2. Provide summary of trend analysis below.

From 2015-2017, the Security Unit of the College provided security services to students, employees, patrons, and properties every day throughout the three years. Security services include the entire main campus including the extension campus in Ngeremlengui State.

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 Director	1 Security Supervisor	5 Security Officers	N/A
2016	1 Director	1 Security Supervisor	5 Security Officer	N/A
2017	1 Director	1 Security Supervisor	5 Security Officer	N/A

4. Provide summary of trend analysis below.

The management level remained the same for the three years during this cycle with one director and one supervisor. The number of classified employees remained the same with five security officers based on the needs of the College. Student workers or volunteers are not made available for this Unit because of security and liability purposes. Though it seems that the security officers including the supervisor seems to be not enough number to secure the entire campus; the advantage of the College main campus is across the Palau National Police Department where national support and help is available right away when need arises.

IV. SERVICE AREA OUTCOMES, GOALS & OBJECTIVES ASSESSMENTS

1. Provide Service Area Outcomes assessment results below.

Year: FY 2015; FY 2016; FY 2017

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
During this cycle, the Security Unit went through revisions of its goals and objectives which were turned into the Unit's service area outcomes (SAO). During this cycle, the different service areas of the College were pretty much handling their own evaluation cycles administering their own assessments during the year. The evaluations were the responsibility of the Unit's secretary. During this cycle, the one person responsible for the Unit's assessments started having health issues and there were times she was away from work for longer periods. Even though the Unit had its SAOs; however, due to the mentioned above reasons, assessments were not proctored from fall 2015 to spring 2017. In the fall of 2017, the College Institutional Research & Evaluation Office consolidated all service areas different assessment tools into one Institutional Effectiveness Survey and the IREO took the responsibility to administer the survey every fall and spring semesters. The Unit's service area assessment had continued since fall 2017 and results will be available in the next review cycle.				

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

No available results; refer to #1 in this section.

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)
Director (1)	FT	Bachelor equivalent credits; AS	Initial hire in 1988; Director in 1996	To supervise and ensure completion of Security unit duties and responsibilities. See below for duties and responsibilities.
Supervisor (1)	FT	College Certificate & College credits	Initial hire in spring 2013; Supervisor in fall 2016	See duties and responsibilities below.
To plan, coordinate, control and supervise the security of the college buildings, equipment and properties, and to contribute to the provision of a safe environment for college residents, students, employees, and visitors. Security Unit supervisor's primary responsibility is the preservation and protection of college assets from theft, damage or destruction, unlawful entry or willful vandalism, and is responsible for planning, coordinating, controlling and supervising checks on the security and safety of the college buildings and properties; incumbent				

prepare(s) a roster of security officer patrols and to ensure adequate security coverage is in place at all times; the primary activity is after normal college hours when officers patrol their assigned areas inspecting all external doors, windows and gates for security and checking for fire or safety hazards; will ensure that officers reporting for duty are briefed on particular events which will occur on campus during their shift and/or other issues which may impact on their scheduled patrol; also requires the officer to become familiar with previous incident log entries so as to be aware of current status of buildings, equipments etc. e.g. damaged locks, broken windows, defective lighting systems; will personally join routine patrols during which he will conduct building security checks, investigate any unusual situation, presence of unauthorized persons on the campus or in college buildings and as necessary will contact the national Police and Fire Departments or the hospital for assistance to assist in protection of life or college properties; is responsible for ensuring that all security personnel comply with the procedure for maintaining an incident log and will require his officers to submit full reports on observed violations of policies, procedures or regulations; these reports could also include matters which may constitute a criminal offense and therefore must be complete; factual and prepared in a manner which would be acceptable as evidence in a court of law; follow up all incident reports with duty officers, confirming the details which may subsequently be required to be submitted in court as formal evidence; in matters which require further investigation or where serious implications for the college; staff or students are indicated the supervisor should meet with the officers to do debriefing with security officer involved at the soonest for practical and relevant information; to complete a written official summary report. The supervisor must ensure that the Unit represents the college in diplomatic and courteous manner with students, employees and the public.

Security Officers	FT	AA AAS Police Academy Certifications - Deputized	Initial hiring between 2006 and 2017	See duties and responsibilities below.
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Patrolling assigned areas, inspecting all external doors, windows and gates for security, remaining alert for any fire or safety hazards; will take such immediate action necessary to reduce any danger and/or malfunction of equipment and will report any impaired equipment to the security supervisor, is responsible for investigating any unusual conditions, presence of unauthorized persons on the ground or buildings and will contact the Police and Fire Departments and/or the hospital for assistance. In the event of serious injury, significant damage to college property or theft, the security service officer will immediately call the appropriate emergency services and contact the security service supervisor, or in the absence of the supervisor, contact the Director of Physical Plant Division or the Vice President of Administration and Finance of the College. Officer must maintain an incident log using procedures and regulations where reports must be precise and factual including appropriate details of offenders, witnesses and by-standards. The officer is also responsible for communicate patrons while on the premises and will control parking and safe movement of vehicles on campus, will also perform routine safety maintenance tasks, such as, replacement of light bulbs. The officer will take a full and active part in the promotion of excellence in every College activities including the College residence and any student activities on campus during evening hours.

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, the number of employees within this Unit during this cycle was adequate to complete the responsibilities and tasks of the unit, as well as provide needed support requested by other areas of the College.

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, available personnel possess necessary knowledge and skills to support this service area. All current officers including the Unit's supervisor have completed the National Police Academy Training and are deputized officers of the Republic.

4. Provide summary of Personnel in the space below.

During this cycle (2015-2017), the Unit had adequate number of employees and possesses appropriate skills to ensure completion of daily responsibilities and tasks, and provided needed support to address requests from other areas of the College, as well as scheduled functions in the evenings and on weekends. The advantage of the Unit is that the College main campus is across the street from the National Police Department and Fire Department that will provide needed assistance when need arises.

VI. PROFESSIONAL DEVELOPMENT ACTIVITIES

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

Organization	No. of Personnel Participating	Office Held (if any)
Classified Staff Organization	6	Regular members
Executive Committee	1	Regular member

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
Police Academy Training	4	2015; 2016; 2017
Accreditation Training (in-house)	2	2015; 2016
General Assembly (Convocations)	7	Fall 2015; Fall 2016; Fall 2017
Degree Programs	3	On-going

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).

All the Security Unit officers have completed and received their certificates from the National Police Academy to perform their duties and responsibilities at the College. The supervisor and an officer attended in-house Accreditation Trainings in 2015 and 2016 to be kept updated with requirements of the Accreditation Standards, Eligibility Requirements and the Commission Policies. All personnel continue to participate in the College general assemblies to receive updated information, policies and requirements for implementation.

4. Provide summary of Professional Development Activities below.

The Unit personnel are trained on a regular basis based on needs. Because the College is the venue of the National Police Academy Training every year, it provides the College the opportunity to train its Unit officers where slots of the trainings are always made available to accommodate College needs. Several employees continue to take courses while working full time to upgrade their knowledge and skills, and to complete their degree programs.

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).

The current work station of the Unit has increased in space size along the years. The current office, work space and storage of the Unit are adequate to support this service area.

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

The current work equipment is adequate to support the goals and objectives of this service area. The equipment is made available by the College and is kept under the supervision of every personnel in the service area. Thus, every personnel help take care of the equipment safety and security.

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

No, services provided by the Unit are assigned tasks and responsibilities to support student learning and success under the College daily operation, as well as ensure the security and safety of all students, employees, patrons and properties.

4. Provide summary of Facilities and Equipment below.

Currently, office and work space provided to this Unit is adequate to support the service area; there is adequate equipment to use to complete assigned tasks and responsibilities of this area; and this Unit does not generate any revenue.

VIII. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

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

Cycle: 3 rd Cycle	Years: FY 2012; FY 2013; FY 2014
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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 two additional security officers	Completed	Two additional personnel were hired to support the Unit.
Trainings	Completed	Police Academy Trainings in 2015, 2016 and 2017
Purchase three Mobile Phones	Completed	Radio (Walkie-Talkie) were procured to support this need. Mobile phones airtimes are provided to security officers to use on their personnel mobile phones.

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

There were three action plans from the 3rd Cycle to be implemented during the 4th Cycle from FY 2015-2017. All action plans were completed.

IX. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

The Unit had improved its services compared to the last review cycle. With a different supervisor and young security officers, the campus areas are well covered at all times. The Unit supervisor lives in the campus and is always available to assist anytime of the day. All officers are trained to provide security and emergency services and are attentive to responsibilities when on duty.

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

There is a need to implement the SAO evaluation through the Institutional Effectiveness Survey every regular semester. Through this survey, the Unit is able to identify needs for improvements and make positive changes to improve service users satisfaction. This is needed right away.

3. Provide summary of Strengths and Improvement Needs below.

The five security officers including one supervisor are enough to secure and provide safety services to the entire main campus during their working hours. The location of the College allows it the opportunity to use services from the National Police Department and Fire Department and emergency

assistance at anytime on a timely manner because the services is right across the campus should assistance be require. The Institutional Effectiveness Survey was implemented in fall 2017; the Unit will use the data to make 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
Implement Institutional Effectiveness Survey every fall and spring semester.	Getting to know the satisfaction result of service users; the data and analysis of the survey will define required improvement needs for implementation. This will improve the work of the service area.	None, just implementation and help of the College IREO for data and analysis.	Fall 2017

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

To implement Institutional Effectiveness Survey starting fall 2017; use evaluation results every semester to implement upgrades for improvement of the College, as well as to continue supporting student learning and success.

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			
Facilities			
Equipment			
Supplies			
Software			
Training			
Other	Implement Institutional Effectiveness Survey	None	For actions plans, decision making and implementation for improvements.
Total		0.00	

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

To implement Institutional Effectiveness Survey starting fall 2017; use evaluation results every semester to implement upgrades for improvement of the College, as well as to continue supporting student learning and success.