PALAU
COMMUNITY
COLLEGE

"We 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-Instructional Programs
## Three Year Program Review

### Service Area

| Office of the Dean of Students |
|---|

### Period of Three Year Review

| FY 2011 to FY 2014 |
|---|

NAME/TITLE/SIGNATURES:

Completed by _____Sherman Daniel_____ Date: March 31, 2015

Division/Department Head ___Sherman Daniel___ Date: March 31, 2015

| Received by Institutional Research Office on: | date | Name and Initial of receiving personnel |
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| | 04-09-15 | Ligaya saka |

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

The narrative summary should include the following:

- Summary of the service area purpose

- The relationship of service area to the college Mission Statement

- Summary of Trend Analysis

- Summary of Goals/Objectives Assessments

- Summary of Personnel

- Summary of Facilities and Equipment

- Summary of Evaluation of Previous Goals/Activities from Previous Cycle
    a. List actions identified in your last program review or any other related plan(s)*.
    b. What measurable outcomes were achieved due to the actions completed?
    c. Evaluate the success of the completed actions. Did the completed actions lead to improvement of service area goals and objectives?
    d. What modifications do you plan to make to the service area in the future to improve services?
    e. Update major changes/accomplishments since the last review.

- Summary of Service Areas Major Strength and Improvement Needs
    a. Does the service area data indicate overall needs that may require support from the institution? Define these observed needs supported by assessment data.

- Summary of Action Plans

- Summary of Resource Request (if any)
    a. All resource requests should be tied to at least one of the following:
        - An institutional learning outcomes
        - A student learning outcome/goals/objectives
        - Other college plans
    b. What will be the anticipated outcome if resource request is granted?
    c. Describe the resource request in detail.

*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.

# Student Services (Dean's Office) Program Review Narrative Summary

Service area purpose

The Student Services (SS) is one of the four divisions under the Education and Training Department of the College. The SS division provides non-instructional services and programs to support student learning, retention, and success. These services and programs include admission & financial aid, new students orientation, academic advising and counseling, registration & records, learning resource center, on campus housing, co-curricular activities, intramurals, athletics, student government, clubs, and organizations. The Dean of Students is in charge of supervision of the student services divison.

The relationship of service area to the college Mission Statement

The Division of Student Services supports the mission of Palau Community College by providing programs, services, and experiences which support and enrich students' educational and personal growth by contributing to their intellectual, social, physical, and emotional development.

Summary of Trend Analysis

Since this is the first program review, the goals of the Dean of Students office have been developed but not assessed yet. Two survey assessment tools developed for students and staff will be conducted beginning fall 2015 and results will be reviewed and used for continuous improvement until the next program review cycle. However, the office maintains and utilizes a number of databases that provides the following data each semester and yearly for analysis.

- Datacard Identification Software: stores pictures and information of students and staff.
- Incident Report Summary – stores and tracks student incident reports. This database is used to generate report summary to help the Dean of Students take appropriate disciplinary action on students who violates College rules and regulations.
- Mail logs – records all incoming mails for students.
- Academic probation status – students with low academic performance are recorded after being provided with letter of action plans and support services.
- Requisition and Work Order database – stores and tracks all Student Services Division's requisitions and work orders signed by Dean of Students. This database also helps the unit make wise decisions on budget request, and follow-ups on checks.
- File Logs – record and track all incoming/outgoing documents in both electronic and hard copy. These stored documents are evidence of services/activities supported by the unit, and are available upon request.

There is no record that tracks all students seen by the Dean of Students or clients who visited and the type of services that was provided.

Summary of Goals and Objectives Assessments

There are four goals for the Dean of Students' Office to support students and SS staff. As this is the first program review for the Office of Dean of Students, the survey questionnaires are being implemented to assess goals for the next program review cycle. *(see Appendix B: Goals/Objective/SLOs-ILO Mapping)*

Summary of Personnel

There are only two office staff, the Dean of Students and secretary at the Dean of Students office. The Dean of Students reports directly to the President, and is a member of the Executive Committee (EXCOM) and numerous committees in the College. Dean is responsible for creative and effective programming to enhance support services for students and the quality of campus life. This includes working with student government (ASPCC) and providing leadership for departments under Student Services Division. The secretary carry out tasks assigned directly by the Dean, manages day to day correspondence and records, makes appointments, process confidential matters, and perform standard office tasks. The secretary is also responsible in maintaining effective working relationship with staff, students, student organizations, and the general public in providing reliable information that support student success.

The office could use one more staff at the classified level to help with clerical works and to ensure that the office is open and services are available at all times.

Summary of Facilities and Equipment

At the present time, the quality and quantity of facilities in the Dean of Students office are adequate in terms of supplies, materials, staff work space, and general area. Xerox copier, however, is needed at the unit to provide services for the entire Student Services Division. All offices under the Student Services Division rely on one copier machine at the President's office, which at times, does not produce quality printing.

Summary of Evaluation of Previous Goals/Activities from Previous Cycle

This is the first program review cycle that has been completed. Therefore, there is no summary of evaluation of previous goals/activities from previous cycles.

Summary of Service Areas Major Strength and Improvement Needs

Major Strength:

- Regular monthly meetings with Student Service Management team in order to maintain communication among all units.
- Design and publish student planner that serves as communication/management tool, which reinforce code of conduct and helps fosters student success.

- Publish Student Service yearly calendar which serves as information/communication tool for Student Service Division.
- Up-to-date record management is in good order and accessible, including those held electronically.
- Information about student activities, programs and services are readily available to students.
- Dean is easily accessible

Improvement Needs:

- Need to work with Student Life to strengthen communication regarding procedures and the tracking of student discipline matters. This will ensure that incident reports are addressed in a timely manner and appropriate disciplinary action is taken immediately.
- Coordinate an internal service delivery for Admissions & Financial Aid, Registrar & Records, Student Life, Student Services, and Business Office to evaluate the effectiveness of the delivery of services and plan for increase demand in services.
- Having some access to C-Portal will eliminate repetitive works such as inputting students' address and improve access to accurate and timely information, resulting in better services. Students' addresses are needed to generate probation or disciplinary letters, and as of now, the staff is manually inputting addresses in a different database. Moreover, the office normally requests student transcript from the Registrar's office when reviewing eligibility requirements or probation status, as well as updating SDSU general education courses. Having access to the portal will save time and college resources. It will also allow the college to "work smarter, not harder".
- Need to identify, prioritize and provide services to meet the needs of students and staff to help improve services.

Summary of Action Plans

- Conduct service assessment and use results for continuous improvement
- Improve access to accurate and timely information between Dean's office and other SS units
- Establish tracking system for all students seen by the Dean and/or clients who visited and types of services offered.
- Acquire a xerox copier to be housed at the Dean's office to support all SS units.

Summary of Resource Request (if any)

A xerox copier machine was requested  at the Dean's office. At the moment, All SS units rely on the copier at the president's office. If the request is granted, it will provide efficient support services for students as well as student services disvison.

# Appendix A: Service Area Review Assessment Data

**MISSION OF SERVICE AREA**

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

| |
|---|
| The Division of Student Services directly supports student learning, retention, and success. We engage student in educational, cultural, social, and intellectual programs that enrich the student experience, foster personal development, and promote responsible citizenship, and social responsibility. |

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

| |
|---|
| The Division of Student Services supports the mission of Palau Community College by providing programs, services, and experiences which support and enrich students' educational and personal growth by contributing to their intellectual, social, physical, and emotional development. |

**TRENDS ANALYSIS**

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

| Services/Activities | Year 1 | Year 2 | Year 3 |
|---|---|---|---|
| Process Id cards | 303 | 441 | 296 |
| Student discipline matters | 96 | 74 | 52 |
| Mail count for students | 456 | 603 | 328 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

2.Use data provided to indicate trends in staffing:

| Staffing | Management level | Professional Level | Classified Level | Student Workers |
|---|---|---|---|---|
| Year 1 | 1 | | 1 | 2 |
| Year 2 | 1 | | 1 | 2 |
| Year 3 | 1 | | 1 | 2 |

**GOALS/OBJECTIVES ASSESSMENT SUMMARY**

Year 1, 2, 3: October 1, 2011 – September 30, 2014

| Service Area Goals/Objectives | Assessment Tools | Expected Outcome | Assessment Results | Action Plans |
|---|---|---|---|---|
| To create an open, safe and welcoming environment for all students to voice their concerns and provide or recommend programs/services that facilitate both student personal and academic growth. | Student satisfaction survey | 70% of clients satisfaction | None – no surveys were conducted as this is the first program review and the assessment tools are being implemented in the time being. | SS Dean's office will begin survey in fall 2015 |
| The Office of the Dean enhances and strengthens student leadership development opportunities. | ASPCC officers orientation pre/post assessment<br><br>ASPCC officers satisfaction survey | 70% of clients satisfaction | None – no surveys were conducted as this is the first program review and the assessment tools are being implemented in the time being. | SS Dean's office will begin survey in fall 2015 |
| The Office of the Dean provides information or make available resources that enhances or improve student learning. | Student satisfaction survey | 70% of clients satisfaction | None – no surveys were conducted as this is the first program review and the assessment tools are being implemented in the time being. | SS Dean's office will begin survey in fall 2015 |
| The Office of the Dean creates a good working environment that promotes a team work approach between and among SS Division units to continue to improve student learning and increase student retention and success. | SS staff satisfaction survey<br><br>SS management meeting assessment | 70% of clients satisfaction | None – no surveys were conducted as this is the first program review and the assessment tools are being implemented in the time being. | SS Dean's office will begin survey in fall 2015 |

**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 |
|---|---|---|---|---|
| Dean of Students | FT | MA | August 1987 | Supervise departments under Student Service Division, serve on committees, and perform tasks assigned by the President. |
| Secretary | FT | AAS | January 2010 | Coordinate student disciplinary files, process ID cards for students and staff, sort and distribute students' mails, and perform standard office tasks that supports student learning. |
| | | | | |

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

There are only two staffs (Dean of Students and Secretary) working at the office. The Dean is on numerous committees and attends many meetings in the college which leaves the secretary in the office. The office could use one more staff at the classified level to ensure that the office is open at all times when both Dean and secretary are out of office.

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, available personnel possess adequate skills to support the service area.

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.

As part of the college plan to encourage and support staff professional development, the Dean's Secretary is currently pursuing her BA degree as a member of SDSU BA cohort program.

**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, staff work space and general area are adequate.

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.

| |
|---|
| No, copier machine is needed to adequately support service area. |

3. Does the service area general revenue?

| |
|---|
| Yes, ID card fee. |

## EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

This is the first program review for Dean of Students office, Student Services.

## SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

- Regular monthly meetings with Student Service Management team in order to maintain communication among all units.
- Design and publish student planner that serves as communication/management tool, which reinforce code of conduct and helps fosters student success.
- Publish Student Service yearly calendar which serves as information/communication tool for Student Service Division.
- Up-to-date record management are in good order and accessible, including those held electronically.
- Information about student activities, programs and services are readily available to students.
- Dean is easily accessible

2. List and explain service area improvement needs.

- Work with Student Life to strengthen communication regarding procedures and the tracking of student discipline matters.
- Coordinate an internal service delivery for Admissions & Financial Aid, Registrar & Records, Student Life, Student Services, and Business Office to evaluate the effectiveness of the delivery of services and plan for increase demand in services.
- Implement service area evaluation to help improve services.

## 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 |
|---|---|---|---|

| Hire office clerk | This will help share the work load with the secretary and to ensure that the office is open and services are available at all times. | Salary for new staff | When needed resource is approved |
|---|---|---|---|
| Finalize/print survey instruments for student and staff | Will provide data needed to improve service | IR and printing cost | Summer 2015 |
| Conduct survey for students and staff | Will provide data needed to improve services | Staff | Fall 2015 |
| Establish/create Tracking system for student seen by the Dean and/or clients who visit and types of services provided | This will help in identifying, prioritizing, and providing needed services to support students and staff/clients. | Creation of data base and acquiring of log books | Fall 2015 |

## RESOURCE REQUEST

| Type of Resource | Description | Estimated Amount Requested | Justification |
|---|---|---|---|
| Personnel | Office Clerk | Base on salary scale | This will help share the work load with the secretary and to ensure that the office is open and services are available at all times. |
| Facilities | | | |
| Equipment | Copier machine | $2,500.00 | Provides service area and Student Services units (Admissions & Financial Aid, Registrar & Records, Student Life) a reliable accessibility of production, which will ensure quality and efficient services to students. |
| Supplies | | | |
| Software | | | |
| Training | | | |
| Other | | | |
| Total | | | |

**Appendix B: Goals/Objective/SLOs – ILO Mapping**

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

**Appendix D: All Assessment Tools**

**Appendix E: Service Area Assessment Calendar**

# Appendix B:  Goals/Objective/SLOs – ILO Mapping

The Division of Student Services directly supports student learning, retention, and success.  We engage students in educational, cultural, social, and intellectual programs that enrich the student experience, foster personal development, and promote responsible citizenship, and social responsibility.

| Program/Service Area | Goal, Objective, and/or Learning Outcome | Assessment Tool | Means of Assessment |
|---|---|---|---|
| Dean of Students | Goal 1: To create an open, safe, and welcoming environment for all students to voice their concerns and provide or recommend programs/services that facilitate both student personal and academic growth.<br><br>(Objective – 70% of clients satisfaction) | Student satisfaction survey | Do you think the office of the Dean of Students is addressing your needs and concerns regarding your personal and academic growth? |
|  | Goal 2: The Office of the Dean enhances and strengthens student leadership development opportunities.<br><br>(Objective – 70% of clients satisfaction) | ASPCC officers orientation pre/post assessment.<br><br>ASPCC officers satisfaction survey | Are you satisfied with the support provided that enhances and strengthen your leadership development? |
|  | Goal 3: The Office of the Dean provides information or makes available resources that enhance or improve student learning.<br><br>(Objective – 70% of clients satisfaction) | Student satisfaction survey | Do you think the Office of Dean provides appropriate information and resources that enhances and/or improve students' learning? |
|  | Goal 4: The Office of the Dean creates a good working environment that promotes a team work | SS staff satisfaction survey<br><br>SS management meeting assessment | Do you think the office of the Dean provides leadership that creates a good working environment |

| | approach between and among SS Division units to continue to improve student learning and increase student retention and success.<br><br>(Objective – 70% of client satisfaction) | | within the SS Division to improve student learning and increase student retention and success? |
| --- | --- | --- | --- |

# Appendix E: Service Area Assessment Calendar

Assessment Calendar of Surveys for Dean of Students program review
Next Cycle Fall 2014 to Fall 2017

| Student Survey | Staff Survey |
|---|---|
| | |
| Fall 2015 | Fall 2015 |
| Spring 2016 | Spring 2016 |
| Fall 2016 | Fall 2016 |
| Spring 2017 | Spring 2017 |
| Fall 2017 | Fall 2017 |
| | |