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.

T3 - Non-Instructional Programs
(Student Support Services and Library Services)
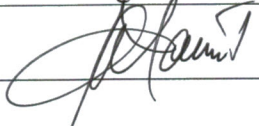
Three Year Program Review

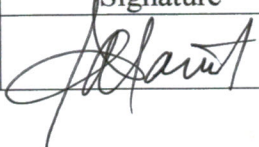**Service Area**

Office of the Dean of Students

Period of Three Year Review

FY 2015 to FY 2017

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

Name	Title	Signature	Date
Sherman Daniel	Dean of Students		March 30, 2018

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

Name	Title	Signature	Date
Sherman Daniel	Dean of Students		March 30, 2018

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

Name	Title	Signature	Date

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.

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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 supporting documents must be included for submission.

   Appendix A: Program & Service Area Mapping (e-copy only)

   Appendix B: All assessment data and analysis results (e-copy only)

   Appendix C: All assessment tools (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.

I. MISSION OF SERVICE AREA

1. State the purpose (mission statement) of service area here. 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.
2. Provide summary of service area purpose here. The Student Service (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 financial aid, new student orientation, academic advising and counseling, admissions & records, learning resource center, on campus housing, co-curricular activities, intramurals, athletics, student government, clubs, and organizations. The Dean of Students' office is charged with supervision of the student services division.
3. How does the purpose (mission statement) of service area support the overall institutional mission? Provide 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.

II. TRENDS ANALYSIS

1. Provide data and use data to indicate trends for each program/service area measures.

Services/Activities	Year 1	Year 2	Year 3
Process ID cards	283	330	347
Student Discipline Matters	55	30	38
Mail Count	497	410	386

The services data provided by the service area mainly depends on the number of students enrolled each year. The number of students ID cards processing, disciplinary matters, and incoming mails changes every year.

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

Staffing	Management level	Professional Level	Classified Level	Student Worker / Volunteer
Year 1	1		1	1
Year 2	1		1	1
Year 3	1		0	2

The Office of the Dean of Students employs a full-time secretary who works with the Dean in carrying out all the required tasks, activities, and programs. In 2016, the secretary resigned from the College to seek other employment after obtaining her BA degree. In anticipation of the secretary's resignation, the Dean hired a second year student on a limited term contract to work and trained by the secretary to ensure services continue after she resigned. After spring of 2017, the student who was hired on a limited term contract completed her degree program and decided to transfer to Eastern Oregon University. In Summer of 2017, the Dean hired two second year students on limited term contracts to perform office related work while the service area continues to recruit a fulltime secretary. One of student worker is graduating in summer 2018 and has expressed a desire to apply as a fulltime secretary after completing her program in July 2018.

III. LEARNING OUTCOMES / SERVICE AREA OUTCOMES ASSESSMENT

Service Area Outcomes, Goals & Objectives

Year 1: **FY 2014 - 2015**

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
Goal 1: To create an open, safe, and welcoming environment for all students to voice their concerns and provide or recommend programs/services	Student satisfaction survey.	Objective – 70% of clients satisfaction		

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
that facilitate both student personal and academic growth.				
Goal 2: The office of Dean enhances and strengthens student leadership development opportunities.	ASPCC officers' orientation pre/post assessment.	Objective – 70% of clients satisfaction	15 students surveyed 98.3% satisfactory rating	No action needed at this time
Goal 3: The Office of the Dean provides information or makes available resources that enhance or improve student learning.	Student satisfaction survey.	Objective – 70% of clients satisfaction		
Goal 4: 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	Objective – 70% of clients satisfaction		

Year 2: FY 2015 - 2016

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
Goal 1: To create an open, safe, and welcoming environment for all students to voice	Student satisfaction survey.	Objective – 70% of clients satisfaction	30 students surveyed with 85% satisfactory rating.	No action needed at this time.

their concerns and provide or recommend programs/services that facilitate both student personal and academic growth.				
Goal 2: The office of Dean enhances and strengthens student leadership development opportunities.	ASPCC officers' orientation pre/post assessment.	Objective – 70% of clients satisfaction	14 students surveyed with 98.2% satisfactory rating	No action needed at this time
Goal 3: The Office of the Dean provides information or makes available resources that enhance or improve student learning.	Student satisfaction survey.	Objective – 70% of clients satisfaction	30 students surveyed with 85% satisfactory rating.	No action needed at this time.
Goal 4: 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	Objective – 70% of clients satisfaction		

Year 3: FY 2016 - 2017

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
Goal 1: To create an open, safe, and	Student satisfaction	Objective – 70% of clients	26 students surveyed with	No action needed at this

welcoming environment for all students to voice their concerns and provide or recommend programs/services that facilitate both student personal and academic growth.	survey.	satisfaction	76.9% satisfactory rating	time
Goal 2: The office of Dean enhances and strengthens student leadership development opportunities.	ASPCC officers' orientation pre/post assessment.	Objective – 70% of clients satisfaction	13 students surveyed with 100% satisfactory rating	No action needed at this time
Goal 3: The Office of the Dean provides information or makes available resources that enhance or improve student learning.	Student satisfaction survey.	Objective – 70% of clients satisfaction	26 students surveyed with 76.9% satisfactory rating	No action needed at this time
Goal 4: 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	Objective – 70% of clients satisfaction	15 staffs surveyed with 65% satisfactory rating	The 1st action plan is to organize a retreat for SS staff to reflect/discuss how we can improve areas that needs improvements.

Provide summary of Service Area Outcomes, Goals & Objectives assessments including analysis between current and previous program reviews here.

There are four goals/service area outcomes for the Dean of Students' Office to support students and SS staff. Due to some changes and finalization of assessment tools, service area outcome 2

was assessed in FY 2015, 2016, & 2017. Service area outcomes 1 & 3 were assessed in FY 2016 and 2017 while service area outcome 4 was only assessed in FY 2017. Students survey results for service area outcomes 1, 2, and 3 shows that expected outcomes were achieved or exceeded so no action plans were needed. However, staff survey results for service area outcome 4 shows that an average of 65% satisfactory rating was achieved which does not meet the expected outcome of 70% client satisfaction. There was no assessments conducted in the previous cycle to do the analysis with current program review.

IV. PERSONNEL

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

Position/Titles (no name)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties
Dean of Students	FT	MA	August 1987	Supervise all units under Student Services Divisions and any other duties assigned by the President.
Secretary	FT	AAS	January 2010	Performs all office related duties that includes students ID processing, student mails, and all standard office tasks that support 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.

The number of service area personnel is adequate but the Secretary resigned in fall 2016 so the Dean has hired limited term contract workers to perform secretarial related work while seeking a new fulltime Secretary. From the last review, it was indicated also that the office could use one more classified level staff to assist with office work and ensure that the office is always open in case the Dean and Secretary are out of office, however, the priority now is to hire a new Secretary. There is a person on a limited term contract until July 2018 and may be hired as fulltime Secretary by August 2018.

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 once a new full-time secretary is hired.

4. Do any personnel need professional development in order to improve services in this service

area? If so, list those areas of need. Base this response on assessment results and/or other college plans.

> The college continues to encourage and support staff professional development as part of its plan and also based on the results of annual employee merit evaluations. The Dean will hire a new Secretary with at least an AS degree and will continue to support any professional development activities/programs to improve services in the service area.

> Provide summary of personnel here.
> The Dean of Students reports directly to the President, and is a member of the Executive Committee (EXCOM) and numerous committees in the College. The Dean is responsible for ensuring available support services for the students and the quality of campus life. This includes working with student government (ASPCC) and providing leadership for all the units under Student Services Division. The secretary carry our tasks assigned directly by the Dean, manages day to day correspondence and records, make 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.

V. 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.

> The Dean's office and staff work space is adequate. In the beginning of spring 2017, the Dean moved to a new office space that has bigger staff working space and easily accessible to anyone including students who wish to see the Dean or may require support services that support student learning and success.

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.

> In the last program review, it was indicated that a copier machine is needed to adequately support service area. A copier machine is available now to provide the needed support services required for service area goals/objectives/student learning outcomes.

3. Does the service area generate revenue?

> Yes, ID card fee.

> Provide summary of Facilities and Equipment here.
> 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 areas. Xerox copier has been obtained to provide services for the entire Student Services Division if needed.

VI. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

1. List previous program review action plans and provide their current status. Indicate the cycle and years covered during the previous program review.

Cycle: One	Years: FY 2015, FY 2016, FY 2017

Action Plan Activity/Objectives	Status Complete/Ongoing/Incomplete	Explanation
Hire Office Clerk	Ongoing	The Dean's Secretary resigned in fall 2016. The priority now is to hire a new secretary this year and then revisit the plan again to hire clerical assistant
Finalize/print survey instruments for students and staff	Completed	The survey instrument for students were completed in fall 2015 and the staff survey instrument was completed in spring 2016 instead of spring 2015 as originally planned due to some necessary changes.
Conduct survey for students and staff	Completed	Because of the delay in finalizing and printing of survey instruments, the first students' survey was conducted in FY 2015 -2016, and the staff survey was conducted in FY 2016 - 2017
Establish/create tracking system for students seen by the Dean and/or clients who visit and the types of services provided	Semi-completed	The secretary was charged to create data base for this plan, however, she resigned and therefore, the plan was put on hold. The Dean was also in the process of relocating to another office space which lead to more delay of this action plan. The Dean's office started in fall 2017 using a log book to track students and clients visits to the Dean's office. A data base will be created when the new secretary is hired.

2. Provide summary of Evaluation of Previous Goals/Activities from Previous Program Review cycle below. Summary should include the following.

- o What measurable outcomes were achieved due to the actions completed?
- o Evaluate the success of the completed actions. Did the completed actions lead to improvement of service area goals and objectives?
- o What modification do you plan to make to the service area in the future to improve services?
- o Update major changes/accomplishments since the last review.

The Dean's office now has completed its survey instruments for students and staff. It has started conducting surveys and the results will be used for future improvements of the service area.

The Dean's office has started tracking students/clients visiting the office using a log book. This will now allow the office to identify and prioritized needed services to support student/clients.

Xerox copier machine is now available to support students and SS units.

VII. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. Indicate and explain service area strengths below.

- Student planner that is published every fall semester serves as a communication/management tool, which reinforce code of conduct and helps fosters student success.
- 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's office is easily accessible.
- Dean's office AANAPISI grant funding available to support student learning and success through tutoring and transfer counseling programs.

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2. Indicate and explain service area improvement needs below.

- Creating an environment that promotes teamwork among SS Division units based on the results of staff survey.
- Encourages and assists all units to collaborate, plan, and reflect in order to enhance student learning and increase student retention and success based of the results of staff evaluation.

Provide summary of Service Areas Major Strengths and Improvement Needs below. Summary should include the following.

- o Does the service area data indicate overall needs that may require support from the institution? Explain.

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o   Define these observed needs supported by assessment data or any other college plans.

Aside from the need to hire a new secretary, the service area data indicate overall needs may not require support from the institution. The results of the SS staff survey shows that the areas that needs improvement includes strengthening/promoting team work among SS Division units and providing encouragements/assistance for all units to enhance student learning and increase students success. To try to address these improvement needs, the service area will work closely with each unit or hold a retreat for all units to brainstorm/discuss and collectively agree on what steps/actions to take to improve teamwork and collaboration among the SS units.

VIII. 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 new office secretary	Performs all office related duties that includes students ID processing, student mails, and all standard office tasks that support student learning.	To fill a vacancy left by the previous secretary	July 2018
Plan/organize annual retreat for all SS units staffs	To strengthen teamwork and collaborative effort among units to improve services that support student learning and success	Transportation, venue, and any logistical requirements	Every Summer
Hire Office Clerk	To help share the work load with the secretary and to ensure that office is always open and services are available all the time	Salary for the new staff	When request is approved

Provide summary of Action Plans here.
- The service area need a new full-time secretary to fill the vacant position left by the last secretary who resigned.
- An office clerk , if hired, will assist the secretary with clerical work required and to ensure that services are available at all times.
- Based on the results of the service area outcomes assessments, the retreat will used as an opportunity for all SS unit staffs to revisit and discuss program review assessments results, strength, weaknesses, and actions plans and agree on collective strategies/action plans that will strengthen teamwork and collaborative effort that will support and

improve student learning and success.

IX. RESOURCE REQUEST

List resource request, provide complete description, an estimated amount and justify reason why request is necessary.

Resource request should be tied to at least one institutional learning outcome, one institutional-set standard, student learning outcome/goal/objective assessment results, and/or any other college plans.

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	1 Secretary and 1 Office Clerk	Based on salary scale	Secretary position is an existing position that is currently vacant and must be filled. The service area outcome assessment results shows that there is a need to be more engaged with all SS units to improve services. Tracking students/clients needs and additional activities like staff retreat, etc.. to help improve services will require an office clerk to assist the secretary.
Facilities			
Equipment			
Supplies			
Software			
Training			
Other			
Total			

Provide summary of Resource Request here.
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 division.

Do not forget to include all your required evidence. Required evidence is listed on page 2 of this template.