



“We Strive to Guarantee Quality and Excellence”

Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

**T5 - Non-Academic Areas  
(Administration & Finance, Development Office, Bookstore and  
Institutional Research & Evaluation)**

**Three Year Program Review**

**Service Area**

Development Office

**Period of Three Year Review**

2015, 2016, and 2017

Program Review Completed By:

Name	Title	Signature	Date
Tchuzie Tadao	Director		March 30, 2018

Program Review Certified By:

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

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

Name	Title	Signature	Date
Lapya Sava	Institutional Researcher		March 30, 2018

**SERVICE AREA REVIEW**

## I. MISSION OF SERVICE AREA

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

To sustain and foster community relations to support college programs and services.

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

Development Office is responsible for the institutional development, planning and public relations under the office of the President. Its mission statement supports the overall mission of the institution by ensuring continued support from the community in terms of different scholarships to students; expanding, implementing and improving programs and services of the college; and providing the community updates of the institution. When the community is well aware of what programs and services are provided by the college and gets updated information of the college successes and needs; the community may be able to provide additional support to assist the college. This ensure that the students are well supported academically and will be provided additional support from the community 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
1. Public Relations	Weekly newsletter, Annual Reports, Pacific Postsecondary Education Council Reports, Radio Talkshows, and Press Releases.
2. Endowment Fundraising Activities	Letters of solicitation to individual donors, corporate sponsors, local businesses, and government offices requesting in-kind donations, prizes and/or buying tickets for the annual fundraising event raffle drawing.
3. Alumni Relations	Publicize and recognize alumni in a weekly newsletter corner entitled "Alumni Notes", Assist and prepare annual MOC/PCC Alumni Association awards during spring semester commencement exercises, and assist MOC/PCC alumni biweekly contributors to the endowment with tax refund.

2. Provide Service Area Outcomes below.

Function	Service Area Outcome (SAO)
1. Public Relations	Regularly inform the community through the college newsletter, public media, reports, press releases and college website of what programs and services are available at the college and how does the community help college provide its services.
2. Endowment Fundraising Activities	To sell tickets worth of \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and

	to reach a \$50,000 goal annually.  To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year.
3. Alumni Relations	To help support the alumni association's activities; publicize alumni messages in the college weekly newsletter; assist and prepare MOC/PCC Alumni Awards; and regularly inform the alumni of the college success and needs for their support.

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

Service Area Outcome (SAO)	Goal	Objective
<b>Public Relations</b> - Regularly inform the community through the college newsletter, public media, reports, press releases and college website of what programs and services are available at the college and how does the community help college provide its services.	<b>Goal 1: Public Relations</b> – To foster a positive image and perception of the college to the community. (15 Year IMP 2009-2024 – 2.3.1, 4.1.3)	<b>Objective 1.1</b> Regularly inform the community through the college newsletter, public media, reports and college website of what programs and services are available at the college and how does the community help the college provide its services.
<b>Endowment Fundraising Activities</b> - To sell tickets worth of \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and to reach a \$50,000 goal annually.  To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year.	<b>Goal 2: Endowment</b> – Seek to generate and utilize effective use of resources to increase the PCC Endowment Fund to reach \$10 million by the year 2024.	<b>Objective 2.1</b> To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year; to sell tickets worth \$25,000 every Thanksgiving Endowment Fundraiser; to increase tele-thon pledges during the fundraiser; and to reach a \$50,000 goal annually.
<b>Alumni Relations</b> - To help support the alumni association's activities; publicize alumni messages in the college weekly newsletter; assist and prepare MOC/PCC Alumni Awards; and regularly inform the alumni of the college success and needs for their support.	<b>Goal 3: Alumni Relation</b> – To strengthen MOC/PCC Alumni Association to help promote and support college programs and services. (15 Year IMP 2009-2024 – 2.3.2)	<b>Objective 3.1</b> To help support the alumni association's activities; publicize alumni messages in the college weekly newsletter and assist and prepare MOC/PCC Alumni Awards each spring commencement exercises.

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

Services Area Outcomes are aligned with the Development Office mission statement which in-turn support the overall institution mission statement. Development Office goals and objectives support the college 15 Year Institutional Master Plan and therefore support the college mission statement.

### 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
Public Relations	Weekly Newsletter	College community and Outside community including Micronesian region, Japan, U.S. mainland.	52 Issues of 500 copies per Issue. 26,500 copies	52 Issues of 500 copies per Issue. 26,500 copies	51 Issues of 500 copies per Issue. 26,000 copies
Public Relations	Annual Report	College community, outside community including President of the Republic of Palau, Olbiil era Kelulau, ACCJC-WASC & PPEC	1 Report of 80 copies	1 Report of 80 copies	1 Report of 80 copies
Public Relations	PPEC Reports	College community, outside community including U.S. DOE, ACCJC-WASC & PP	2 Reports submitted electronically	2 Reports submitted electronically	2 Reports submitted electronically
Endowment Fund	Thanksgiving Fundraising Event	College community and Outside community	Raised \$53,517.91 in thanksgiving fundraising tickets, cash donations, and pledges	Raised \$63,787.99 in thanksgiving fundraising tickets, cash donations, and pledges	Raised \$64,925.38 in thanksgiving fundraising tickets, cash donations, and pledges
Endowment Fund	Biweekly Donors	College community and Outside community	888 bi-weekly contributors donated \$55,289.27	885 bi-weekly contributors donated \$59,316.15	856 bi-weekly contributors donated \$53,778.23

2. Provide summary of trend analysis below.

The college endowment fund was able to meet its target goal of raising \$50,000 annually from thanksgiving fundraising event and bi-weekly contributors' allotment program annually.

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

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

4. Provide summary of trend analysis below.

The office personnel capacity and positions as indicated above for the three year period adequately meet the needs of Development Office.

#### 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
<b>Public Relations</b> - Regularly inform the community through the college newsletter, public media, reports, press releases and college website of what programs and services are available at the college and how does the community help college provide its services.	<b>Goal 1: Public Relations</b> – To foster a positive image and perception of the college to the community. (15 Year IMP 2009-2024 – 2.3.1, 4.1.3) <b>Objective 1.1</b> Regularly inform the community through the college newsletter, public media, reports and college website of what programs and services are available at the college and how does the	Mesekiu’s News Volume 17, Issue 1-52 (January to December, 2015) <a href="http://www.pcc.palau.edu/mesekiu/">www.pcc.palau.edu/mesekiu/</a>  January 2015 Annual Report <a href="http://www.pcc.palau.edu">www.pcc.palau.edu</a>  December & June 2015 PPEC reports	52 Mesekiu’s News in 2015, Published  80 copies of 2015 Annual Report published  2 copies of PPEC reports submitted	Through Mesekiu’s News, Annual Reports, and PPEC reports, the office was able to meet its goal and objective.

	community help the college provide its services.			
<p><b>Endowment Fundraising Activities</b> - To sell tickets worth of \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and to reach a \$50,000 goal annually.</p> <p>To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year.</p>	<p><b>Goal 2: Endowment</b> – Seek to generate and utilize effective use of resources to increase the PCC Endowment Fund to reach \$10 million by the year 2024.</p> <p><b>Objective 2.1</b> To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year; to sell tickets worth \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and to reach a \$50,000 goal annually.</p>	<p>December 2015 Bi-weekly contributors summary report</p> <p>December 28, 2015 endowment fundraising report</p>	<p>Enrolled 27 new contributors with a total of</p> <p>Total Endowment Fundraising was \$53,517.91</p> <p>Total endowment tickets sales of \$25,450</p>	<p>Through fundraising efforts, the college was able to raise over \$50,000 but enrolled 27 biweekly contributors for this reporting period. Development Office will intensify and meticulously recruiting one new contributor per week through email, telephone, and face to face contact.</p>
<p><b>Alumni Relations</b> - To help support the alumni association's activities; publicize alumni messages in</p>	<p><b>Goal 3: Alumni Relation</b> – To strengthen MOC/PCC Alumni Association to help promote and support</p>	<p>Alumni Notes Appeared in Mesekiu's News Volume 17, Issue 1-52 (January to December, 2015) <a href="http://www.pcc.palau.edu/mesekiu">www.pcc.palau.edu/mesekiu</a></p> <p>Alumni Awards in 2015 Spring Commencement Exercises Program. May</p>	<p>52 Alumni Notes/Messages were published</p> <p>23 Alumni Awards conferred during</p>	<p>Through Mesekiu's News, Alumni Notes are published and Alumni Awards conferred during Spring Commencement</p>

the college weekly newsletter; assist and prepare MOC/PCC Alumni Awards; and regularly inform the alumni of the college success and needs for their support.	college programs and services. (15 Year IMP 2009-2024 – 2.3.2) <b>Objective 3.1</b> To help support the alumni association’s activities; publicize alumni messages in the college weekly newsletter and assist and prepare MOC/PCC Alumni Awards each spring commencement exercises.	2015	2015 Spring Commencement Exercises	Exercises. Development Office was able to meet this goal and objective

Year: 2016

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
<b>Public Relations</b> - Regularly inform the community through the college newsletter, public media, reports, press releases and college website of what programs and services are available at the college and how does the community help college provide its services.	<b>Goal 1: Public Relations</b> – To foster a positive image and perception of the college to the community. (15 Year IMP 2009-2024 – 2.3.1, 4.1.3) <b>Objective 1.1</b> Regularly inform the community through the college newsletter, public media, reports and college website of what programs and services are available at the	Mesekiu’s News Volume 18, Issue 1-52 (January to December, 2016) <a href="http://www.pcc.palau.edu/mesekiu/">www.pcc.palau.edu/mesekiu/</a>  January 2016 Annual Report <a href="http://www.pcc.palau.edu">www.pcc.palau.edu</a>  December & June 2016 PPEC reports	52 Mesekiu’s News in 2016, Published  80 copies of 2016 Annual Report published  2 copies of PPEC reports submitted	Through Mesekiu’s News, Annual Reports, and PPEC reports, the office was able to meet its goal and objective.

	college and how does the community help the college provide its services.			
<p><b>Endowment Fundraising Activities</b> - To sell tickets worth of \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and to reach a \$50,000 goal annually.</p> <p>To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year.</p>	<p><b>Goal 2: Endowment</b> – Seek to generate and utilize effective use of resources to increase the PCC Endowment Fund to reach \$10 million by the year 2024.</p> <p><b>Objective 2.1</b> To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year; to sell tickets worth \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and to reach a \$50,000 goal annually.</p>	<p>December 2016 Bi-weekly contributors summary report</p> <p>December 30, 2016 endowment fundraising report</p>	<p>Enrolled 26 new contributors</p> <p>Total Endowment Fundraising was \$63,787.99</p> <p>Total endowment tickets sales of \$32,990.</p>	<p>Through fundraising efforts, the college was able to raise over \$60,000 but enrolled 26 biweekly contributors for this reporting period. Development Office will intensify and meticulously recruiting one new contributor per week through email, telephone, and face to face contact. Sales of Tickets for this reporting period was over \$32,000 which exceeded annual goal of \$25,000</p>
<p><b>Alumni Relations</b> - To help support the alumni association's activities; publicize</p>	<p><b>Goal 3: Alumni Relation</b> – To strengthen MOC/PCC Alumni Association to</p>	<p>Alumni Notes Appeared in Mesekiu's News Volume 18, Issue 1-52 (January to December, 2016) <a href="http://www.pcc.palau.edu/mesekiu">www.pcc.palau.edu/mesekiu</a></p> <p>Alumni Awards in 2016</p>	<p>52 Alumni Notes/Messages were published</p> <p>13 Alumni</p>	<p>Through Mesekiu's News, Alumni Notes are published and Alumni Awards conferred during</p>

alumni messages in the college weekly newsletter; assist and prepare MOC/PCC Alumni Awards; and regularly inform the alumni of the college success and needs for their support.	help promote and support college programs and services. (15 Year IMP 2009-2024 – 2.3.2) <b>Objective 3.1</b> To help support the alumni association’s activities; publicize alumni messages in the college weekly newsletter and assist and prepare MOC/PCC Alumni Awards each spring commencement exercises.	Spring Commencement Exercises Program. May 2016	Awards conferred during 2016 Spring Commencement Exercises	Spring Commencement Exercises. Development Office was able to meet this year’s goal and objective.
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Year: 2017

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
<b>Public Relations</b> - Regularly inform the community through the college newsletter, public media, reports, press releases and college website of what programs and services are available at the college and how does the community help college provide its	<b>Goal 1: Public Relations</b> – To foster a positive image and perception of the college to the community. (15 Year IMP 2009-2024 – 2.3.1, 4.1.3) <b>Objective 1.1</b> Regularly inform the community through the college newsletter, public media, reports and college website of what programs and services are available at the college and how does the community help the college provide	Mesekiu’s News Volume 19, Issue 1-51 (January to December, 2017) <a href="http://www.pcc.palau.edu/mesekiu/">www.pcc.palau.edu/mesekiu/</a>  January 2017 Annual Report <a href="http://www.pcc.palau.edu">www.pcc.palau.edu</a>  December & June 2017 PPEC reports	51 Mesekiu’s News in 2017, Published  80 copies of 2017 Annual Report will be published and available by April 27, 2018  2 copies of PPEC reports submitted	Through Mesekiu’s News, and PPEC reports, the office was able to meet its goal and objective. 2017 Annual Report will be printed and disseminated to PCC constituents, OEK, and ROP President’s Office on April 27, 2018

services.	its services.			
<p><b>Endowment Fundraising Activities -</b> To sell tickets worth of \$25,000 every Thanksgiving Endowment Fundraiser; to increase telethon pledges during the fundraiser; and to reach a \$50,000 goal annually.</p> <p>To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year.</p>	<p><b>Goal 2: Endowment –</b> Seek to generate and utilize effective use of resources to increase the PCC Endowment Fund to reach \$10 million by the year 2024.</p> <p><b>Objective 2.1</b> To enroll one (1) new contributing member every week; whereas, the college will enroll fifty-two (52) new contributing members from ROP employees each year; to sell tickets worth \$25,000 every Thanksgiving Endowment Fundraiser; to increase tele-thon pledges during the fundraiser; and to reach a \$50,000 goal annually.</p>	<p>December 2017 Bi-weekly contributors summary report</p> <p>December 29, 2017 endowment fundraising report</p>	<p>Enrolled 47 new contributors</p> <p>Total Endowment Fundraising was \$64,925.38</p> <p>Total endowment tickets sales of \$26,600</p>	<p>Through fundraising efforts, the college was able to raise over \$60,000 but enrolled 47 biweekly contributors for this reporting period. Development Office will intensify and meticulously recruiting one new contributor per week through email, telephone, and face to face contact. Sales of Tickets for this reporting period was over \$26,000 which exceeded annual goal of \$25,000</p>
<p><b>Alumni Relations -</b> To help support the alumni association’s activities; publicize alumni messages in the college weekly newsletter; assist and prepare MOC/PCC</p>	<p><b>Goal 3: Alumni Relation –</b> To strengthen MOC/PCC Alumni Association to help promote and support college programs and services. (15 Year IMP 2009-2024 – 2.3.2)</p> <p><b>Objective 3.1</b> To help support the alumni association’s activities; publicize</p>	<p>Alumni Notes Appeared in Mesekiu’s News Volume 19, Issue 1-51 (January to December, 2017) <a href="http://www.pcc.palau.edu/mesekiu">www.pcc.palau.edu/mesekiu</a></p> <p>Alumni Awards in 2017 Spring Commencement Exercises Program. May 2017</p>	<p>51 Alumni Notes/Messages were published</p> <p>25 Alumni Awards conferred during 2017 Spring Commencement Exercises</p>	<p>Through Mesekiu’s News, Alumni Notes are published and Alumni Awards conferred during Spring Commencement Exercises. Development Office was able to meet this year’s goal and objective</p>

Alumni Awards; and regularly inform the alumni of the college success and needs for their support.	alumni messages in the college weekly newsletter and assist and prepare MOC/PCC Alumni Awards each spring commencement exercises.			
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2. Provide summary of the Service Area Outcomes assessment including the trend analysis of the last three years below.

Through Mesekiu’s News, Annual Reports, and PPEC reports, Alumni notes and awards, and college endowment fundraising efforts, the college was able to meet its goals and objectives.

**V. PERSONNEL**

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

<b>Position/Title (no name)</b>	<b>Status (FT/PT)</b>	<b>Highest Degree</b>	<b>Initial Date of Hire</b>	<b>Description of Duties (Use HR information)</b>
Director	FT	MA	4/17/12	Reporting to the college President, the Director of Development is responsible for supporting college programs and services through various college activities such as College Endowment Fundraising, Public Relations, Alumni Relations, and other duties and or responsibilities assigned by the President of the college.
Administrative Assistant	FT	AA	3/14/94	Assist Development Office and Bookstore in requisition of office supplies, quotes, filing and recording. Assist Director in promoting and soliciting funds for PCC Based Scholarship
Media Specialist	FT	AA	5/20/13	Write up and dissemination of biweekly Mesekiu’s News. In charge of press releases to the local and regional media. Assist in endowment fundraising and biweekly

				contributors' enrollment form
Secretary	FT	AA	8/22/13	Organize and control all files and documentation through the office of Development, Assist Director of Development Office in various college events such as Endowment Fundraising, End of the Year Get Together of Biweekly Donors, and Enrollment of government and non government employee to the college endowment fund biweekly contribution program.

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

Yes.

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

Yes.

4. Provide summary of Personnel in the space below.

Development Office has adequate number of staff to provide needed services to the college, students, and the community

## VI. PROFESSIONAL DEVELOPMENT ACTIVITIES

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

Organization	No. of Personnel Participating	Office Held (if any)
Classified Staff Organization	3	Members Only
Executive Committee	1	Member Only

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

Professional Development Activity	No. of Personnel Participating	Date of Activity
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Assessment Workshop	2	October 2017
PCC Liberal Arts Degree	1	December 2017
PCC Office Administration Degree	1	May 2015
PCC Information Technology Degree	1	May 2017
ACCT Conference in Las Vegas	1	July 2016

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).

No.

4. Provide summary of Professional Development Activities below.

Director of Development attended both Assessment Workshop and ACCT Conference. He is currently a member of the college Executive Committee. Three (3) staff are members of the Classified Staff Organization and all have acquired two year degree from Palau Community College.

**VII. FACILITIES AND EQUIPMENT**

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results and/or other college plan(s).

Yes.

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

Yes.

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

No.

4. Provide summary of Facilities and Equipment below.

The office has adequate space for both staff and director to perform and complete their daily tasks.

**VIII. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS**

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

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

Action Plan Activity/Objective	Status Complete/Ongoing/Incomplete	Remarks
Based on the previous program review cycle, the office resources and personnel are adequate to meet the office needs, plans, and operation and therefore do not call for any action plans.		

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

Development Office have met its goals and objectives; prudent in cost-saving in resources; and have adequate staff to oversee daily tasks to support its mission.

## **IX. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS**

1. List and explain service area strengths.

The Development Office has been able to continuously fundraise to increase college endowment fund each year. Staff is able to plan, organize, and implement fundraising activities to support the successful fundraising effort. For the past three years, weekly newsletters were disseminated around college campus, local community, and the regional subscribers. Local radio talkshows continues to showcase college programs and services thus make the community much more informed about the college programs and services.

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

For this reporting period, Development Office has been very prudent in the use of resources and therefore has been able to implement tasks to improve services to the college and outside community.

3. Provide summary of Strengths and Improvement Needs below.

Development Office has been in the fore-front of fundraising effort to support college endowment fund. Each year, college is able to raise more money as compared to previous years through thanksgiving fundraising event, bi-weekly contributors from the college and community, community outright donors, and regional supporters, sales of bookstore lunch, piglets, and space rentals.

## **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
Based on this reporting cycle, the Development Office has available resources to meet the office needs and operation and therefore do not call for any action plans.			

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

The Development Office has sufficient number of staff to complete daily tasks. Resources are adequate to meet daily operation of the office and office space is enough to accommodate each staff and including college workstudy students.

## 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	None	-0-	
Facilities	None	-0-	
Equipment	None	-0-	
Supplies	None	-0-	
Software	None	-0-	
Training	None	-0-	
Other	None	-0-	
Total			

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

Development Office has sufficient resources to meet office needs and operation on a daily basis.

### Appendix B. List of Evidence for 2015, 2016 & 2017

Mesekiu's News Volume 17, 18 and 19  
 Endowment Financial Reports 2015-2017  
 Alumni Awards for 2015-2017 (Graduation Script)  
 Annual Reports 2015-2017  
 PPEC Reports 2015-2017