Operations and Maintenance Improvement Program (OMIP)

Three Year Program Review

October 2008 to September 2011

Program Mission and Goals

Mission Statement:

To provide appropriate, up-to-date, short-term training in the area of infrastructure operations and maintenance for employees of utilities, state governments and the national government of Palau.

How the program does support the overall mission of the institution?

OMIP directly addresses ILO 3, **Quantitative and Technological Competence**: Use mathematical skills appropriate to our technological society by analyzing and solving problems that are quantitative in nature and by **utilizing technology for informational, academic, personal and professional needs**. It exclusively serves a non-traditional sector of the population—people already members of the workforce who wish to up-grade their skills. The program offers non-credit-earning training, on a flexible schedule, usually after regular working hours or on weekends.

Goals 2009 – 2011:

Trainees who complete OMIP courses can utilize technology for informational and professional needs.

Program Outcomes/Goals:

Objective 1.1 70% of trainees will earn ratings of 70% or better on OMIP training courses.

Objective 1.2 70% of trainees will rate the course as satisfactory or better at the end of each OMIP course.

Objective 1.3 70% of trainee supervisors will rate the course as satisfactory or better.

Program Offerings, Titles and Descriptions:

OMIP has developed and offered 60 separate courses, custom-made for infrastructure related personnel. These courses fall into eight different categories: equipment maintenance, facility maintenance, road maintenance, water/wastewater operation and maintenance, management/supervision, computer software, workplace literacy, CIP inspection. See attached list of courses.

The _____OMIP_____ currently employs __0__ full-time faculty reporting directly to the _____n/a_____. The following is a brief description of the full-time faculty, their credentials, accomplishments and professional development activities.

FULL-TIME FACULTY			
Name:	Degrees Held:	Accomplishments:	Professional Development:

The _____OMIP_____ currently employs __1__ full-time staff as the Training Coordinator for the program. The following is a brief description of the full-time staff, their credentials, accomplishments and professional development activities.

FULL-TIME STAFF			
Name:	Degrees Held:	Accomplishments:	Professional Development:
Don Hanser	B.A.	Established OMIP, 1985 Outstanding Employee recognition	Masters Degree credits, short course credits, various professional conferences, member APWA, adjunct member LTAPA

List Part-Time Faculty from 2008-2011:

PART-TIME FACULTY			
Name:	Degrees Held:	Accomplishments:	Professional Development:
Eugene Uahara	A.S.		
Joshua Ngirngebedangel	A.S.		
Jerry Taroy	B.S.		completing M.A.
Johvanna Yaoch	M.S.		completed M.A.
John Kintaro	A.S.		
Epi Moses	M.S.		completed M.A.
Lester Rekemesik	B.A.		completed B.A. on-line
Ramon Garcia	B.S.		
Joel Yabes	M.S.		
Sherry Ngirmeriil	M.S.		Completed M.A.

Clientele Characteristics, FY 2009 – FY 2011

Headcount	FY 2009	FY 2010	FY 2011
Participants	100	123	126
Hours	378	592	446
State Government	12	60	27
National Government	29	63	64
Utility	59	0	35
M/F	79/21	107/16	84/42
Koror/Outlying	57/43	76/47	78/48

Certificates Awarded, FY 2009 – FY 2011, by training area

Area of Training	FY 2009	FY 2010	FY 2011
Computer software	16	43	67
Workplace literacy			
Management/supervision			
Equipment maintenance	10	19	24
Building maintenance	10		
Vehicle maintenance	38		
CIP inspection		18	
Water/wastewater	26	36	22
Road maintenance		7	13
Totals	**100**	**123**	**126**

SECTION 4: FACILITIES, VEHICLES, EQUIPMENTS

Facilities (classrooms, labs, shops, clinical sites, etc.) are adequate for student enrollment.

1. Are the current facilities adequate to support program student/clientele's enrollment? Explain your answer.

> Yes, facilities are adequate. We are funded to up-grade our computer lab, which also serves as a classroom, when necessary. The shops are adequate, as we are also funded to purchase specialized tools and equipment, if necessary. We are also able to use good college facilities at its agriculture extension site on Babeldaob, which includes classrooms. This site is good for trainees coming from state governments on Babeldaob.

2. Is the current vehicle/s adequate to support program student/clientele's enrollment? Explain your answer.

> The project vehicle is adequate. If necessary upgrades are performed, it will be good into the future. We have funds to do this.

3. Are the current equipments adequate to support program student/clientele's enrollment? Explain your answer.

> Yes, our funding for the program allows us to purchase specialized tools and equipment when necessary.

SECTION 5: PROGRAM'S BUDGET & OPERATING COSTS

Explain the program's operating budget and operating costs.

Academic Year:	Operating Budget:	Operating Cost:
FY 2009	22,123	14,686
FY 2010	51,681	47,258
FY 2011	24,644	24,628

Is the current budget adequate to support the program's purpose and goals? Explain your answer.

The program is currently a U.S. federally funded program that has allowed us to budget for what we have considered to be our current needs. The funding agency does allow a certain amount of flexibility, as long as we demonstrate reasonable progress towards achieving our goals.

SECTION 6: EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans.

Action Plan Activity/Objectives:	Status Complete/Ongoing/Incomplete:	Remarks:
Recruit qualified technical instructors	Ongoing/incomplete	Recruitment program continues; candidates for development identified and hired.
Improve internet speed and accessibility	Incomplete/ongoing	A campus-wide problem
Increase off-island conference workshop opportunities	Ongoing	Available opportunities used on annual basis

SECTION 7: PROGRAM STRENGTHS AND IMPROVEMENT NEEDS

List and explain service area strengths.

The program targets longstanding training needs in Palau by offering short-term training to current employees in infrastructure-related positions. This helps address the introduction of new and sophisticated/high tech equipment and processes, the lack of specialization in an isolated island nation, and the limited training opportunities for specialized technical areas.

It is needs-based. The training in the program is always in response to a specific request or identified need.

As a result of this program, the college has developed a new and unique relationship with the offices and agencies participating in its courses. It is meeting the needs of these agencies in a way that traditional degree programs could not. It has made training available to people in Palau who may not have had such opportunities without this program.

The funding available to this program has helped the college to upgrade tools, equipment, facilities and staff in the technical education areas.

The trainings can be put together relatively quickly

The program is quite flexible. It can schedule courses to meet the needs of the trainees, whether it needs to be evenings or weekends. It can hold classes in the classroom, the shop or laboratory, in the field, or at the worksite.

List and explain service area improvement needs.

Lack of qualified technical instructors in some areas of expertise has slowed down the rate at which certain types of technical training have been delivered.

Poor internet speed and accessibility have made it more difficult to acquire short-term technical training information and materials, available through the internet. More and more information, through websites that offer lectures, demonstrations and discussions, is becoming available around the world, but we have difficulty taking advantage of these due to the internet limitations in Palau.

Based on the results of this program review, describe the program action plan/s for the next three (3) academic years. Include necessary resources.

Action Plan Activity/Objectives:	How will this action plan improve services?	Needed Resources (if any):	Timeline:
Advertise and survey community for untapped instructor resources	Development of instructors with needed technical competencies and teaching experience	To be done by program coordinator	By end of FY 2014
Explore sources and funding availability for technical staff development	Development of instructors with needed technical competencies and teaching experience	To be done by program coordinator	By end of FY 2014
Investigate alternate or additional internet options	Make more materials and resources available for the development and implementation of training courses	To be done by program coordinator	By end of FY 2014
Establish more systematic training request procedures	A more direct and efficient means of becoming informed of technical training needs of target sector.	To be done by program coordinator	By end of FY 2014

SECTION 9: RESOURCE REQUEST

Type of Resource:	Description:	Estimated Amount Requested:	Justification:
Personnel			
Facilities			
Equipment			
Supplies			
Software			
Training			
Other			
Total			

Appendix A: Evidence - Yearly Assessment Data

FY training summary
Course rolls with info on them
Reimbursement record

Appendix B: Assessment Tools

Course evaluation forms
Trainee evaluation forms
Supervisor evaluation form