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

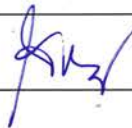| OFFICE OF REGISTRATION & RECORDS |
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Period of Three Year Review

SY 2013 – 2016

NAME/TITLE/SIGNATURES:

Completed by: _Lesley B. Adachi/Registrar/_ _____ Date: _01/29/2017_

Division/Department Head: _Sherman Daniel/Dean of Students/_ _____ Date: _1/30/17_

Received by Institutional Research Office on:	date	Name and Initial of receiving personnel
	01/30/17	L. Sam

01/2017

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 Summary

The primary role for the Office of Registration & Records is to help students enroll and then succeed by providing first-rate customer service to faculty, staff, students, and other publics; with a particular emphasis toward processes related to academic records, academic progress, enrollment data, classroom support, and academic certification. This Program Review is designed to provide a framework by which we can assess how effectively the office is meeting those goals, identify issues to address, and confirm future priorities and directions. Our last formal Program Review was conducted in 2012.

Office of Registration & Records has a background and record of providing solid customer service to our various constituencies. This is built on a substantial network of internal and external feedback. We have also been particularly effective in taking advantage of technology for providing better service, efficient business processes and resource savings. The office has a knowledgeable and skilled staff.

This Program Review process will hopefully provide an opportunity for us to reinforce those things which we are doing well, provide us good, constructive feedback for those things we can do better, and validate our priorities and future direction.

Trend Analysis: In 2013, Registration & Records Office enrolled 832 students, course modification adjustment were 36, class schedule adjustment 354, change of majors processed were 146, course withdrawals processed were 284, college clearance/leave of absences were 87, official enrollment rosters compiled were 24, enrollment summary completed and sent to appropriate personnel were 21, readmissions processed were 170, catalog requirement analysis processed were 1,204, transcripts evaluated/approved & distributed 183, academic transcripts processed 609, verification of student enrollment status 91, graduation applications processed 75, probation list compiled and sent to appropriate personnel 30, dean's list compiled and published 20, incomplete grade list compiled and distributed 15, student's grade report processed for individual students and offices 6,041, semester report compiled and distributed 03, data reports requested 219, course repeat report processed 03; in 2014 enrolled 776 students, course schedule were141, course modification adjustment were 46, student class schedule adjustment were 578, change majors processed were 113, course withdrawals processed 214, college clearance/leave of absences processed were 55, official enrollment rosters compiled & distributed were 24, enrollment summary compiled & distributed were 21, readmissions processed 157, catalog requirement analysis processed 1,090, academic transcript evaluated/ approved & distributed 187, academic transcripts processed were 397, verification of student enrollment status 111, graduation applications processed 77, probation list compiled & sent to appropriate personnel 30, dean's list compiled and published 20, incomplete grade list compiled and distributed 15, student's grade report processed for individual students & offices 4,284, semester report compiled and distributed 01, data reports requested 174, course repeat report processed 0; in 2015 enrolled 880 students, course modification adjustment were 36, student class schedule adjustments were 589, change majors processed were 139, course withdrawals processed 231, college clearance/leave of absences processed were 85, official enrollment rosters compiled & distributed were 24, enrollment summary compiled & distributed were 21, readmissions processed 165, catalog requirement analysis processed 1,229, academic transcript evaluated/ approved & distributed 169, academic transcripts processed were 453, verification of student enrollment status 113, graduation applications processed 64, probation list compiled & sent to appropriate personnel 30, dean's list compiled and published 20, incomplete grade list compiled and distributed 15, student's grade report processed for individual students & offices 4,518, semester report compiled and distributed 01, data reports requested 137.

Trends in staffing: In 2013, 2014 and 2015 Registration & Records remain with one Registrar and two classified staff which include one Administrative Assistant and one Registration & Records Specialist.

During the three years period we were fortunate to have 3 work-study students working half time to provide additional support and 3 upward bound students during the summer provided additional assistance.

There were three classified staff which includes the Registrar, Administrative Assistant and Registration & Records specialist. This unit had 3 work study students working half time and 3 upward bound students during the summer provided additional assistance and support during the review period.

Outcomes – The unit core functions are to serve as the College's central service and academic support unit to: collect & records student and instructional academic program information, including conducting and managing processes related to registration (e.g. registration, scheduling, verifications, class rosters, grades), coordinate and produce official enrollment and academic certification from academic records (e.g. transcripts/verification), provide support for determining academic eligibility and academic progress (e.g. degree audits, dismissals and probations, commencement certification).

According to client's survey in 2013-2016, 100% of clients were satisfied that student records were processed accurately and efficiently, 94% of clients were satisfied with efficient services provided and 95% of clients were satisfied with levels of services provided to all of our customers. The overall 95% satisfaction rating of client's survey exceeded the expected outcome of 85%.

The Registration & Records Office regularly measures its progress towards achieving its goals by surveying its constituents. Survey results show that over the past few years we have successfully achieved the goals and are successfully performing the core functions outlined for service area.

Personnel – From 2013 to 2016, the unit had one full-time Registrar with a master's degree hired by the college in December 1996. The unit has one full-time Administrative Assistant with a bachelor's degree hired by the college in March 1986 and one full-time Registration & Records Specialist with Associate of Science degree hired by the college in October 2006. The Registration and Records Specialist has only one course left to achieve her Bachelor's degree from San Diego State University.

The description of duties for every personnel within this unit area is found under Appendix A-Personnel, page 06.

The service area needs additional clerical staff. We currently are forced to rely on student work-study students that are needed year-round to complete vital registration functions. With this turnover, we are constantly training and correcting errors made by trainees. The service area deals with confidential information, and in order to serve the students adequately, the office needs to be staffed appropriately and cannot continue to use students. All unit personnel have adequate skills required to support the service area. However, the service area personnel needs refreshing course on data base management.

Professional Development Activities – All staff under the unit are members of Pacific Association of Collegiate Registrar &Admission Officers (PACRAO) and Registrar and Administrative Assistant is a member of American Association of Collegiate Registrar & Admission Officers (AACRAO) and all unit personnel are members of Classified Staff Organization (CSO) & Registrar is the President of the CSO.

Professional Training: In April 2015, Registrar attended ACCJC Self-Evaluation Workshop; November 2015, Administrative Assistant and Registration & Records Specialist attended PACRAO Annual Conference & July 2015, Registration & Records Specialist attended Technology & Transfer Conference.

Community Service/Participation - Registrar is a member of Aimeliik Public Land Authority (AIMSPLA) and a member of Special Education Advisory Council. All unit personnel were members of Institutional Self Evaluation Report, Charter Day Committee & Graduation Committee. The Registrar was a member of Committee to Set Institutional Standards for Student Achievement.

To upgrade knowledge and skills in this service area, management training and customer service training is greatly needed for personnel at the management and supervisory level of this unit. A training to refresh ideas, provide more skills and knowledge and strengthen professionals' ability to continue the work will help the unit area's direction and implementation of its goals and objectives.

Facilities and Equipment – The individual staff workspaces and general area for registration activities are adequate to support the service area functions. The existing equipment's are adequate to support the service area functions. However, there is a need for additional printer and fireproof cabinet to keep the students' records safe and secure. This service area does generate revenue to the college, like readmission fees, transcript fees, add/drop fees, graduation fees and registration fees.

Evaluation of program review - The third cycle covered the period of FY 2013 to 2016. The area unit that needs improvement is the Method and Technology.

Service Areas Strength and Improvement Needs – Based on feedback from various constituents from our client survey, the following key strengths have been identified.

- A dedicated and proficient staff that sits at the ready well prepared to serve students, faculty, staff and the community.

- We work hard to communicate broadly and effectively across campus, which is a challenge in such a diverse environment.

- We are collaborative with other offices and our various publics, and are regarded as a "team player", with the greater good in mind.

- Continual improvement for our practices and procedures. By examining what we are doing now and looking what we have done in the past, we are able to evaluate and assess if changes are needed to better serve the students.

  We reviewed our office goals and priorities and discussed how they are aligned with those of the institution. In a limited resource environment, we will continue to be challenged to maintain and enhance those strengths, but that is a challenge we know we will meet because of the dedication and professionalism of the staff.

Service Area Action Plans – Based on this review, the strategies for the future for the Registration & Records Office include the following. 1. Hire additional staff to serve the needs of the students, to respond to requests of the college community, alumni and local agencies for data requested every day, and to safeguard the integrity of the institution's records and degrees. 2. There is a need to purchase two fire proof filing cabinets to keep the students' records safe and secure. 3. We need to purchase additional printer to replace Registrar's printer, it cannot be fixed due to lack of parts.

Resource Request (if any) – The resource requested is base on program review results. The requests have been identified and explained throughout this report. The first one has an estimated amount of $15,000.00 salary for additional staff to hire. The second has an estimated amount of $10,000. 00 required to purchase

two fire proof cabinets to keep the students' records safe and secure and third is in the amount of $500.00 to purchase a printer for the Registrar.

The resource request is solely based on the result of this program review; however, it is important to note that for the next cycle of program review and throughout each year, they may be needs for equipment that will require procurement to provide services to the unit programs and services. When the needed services arise, the unit will be requesting to procure equipments not mentioned in this review to accommodate college programs and services to improve students' learning and institutional effectiveness.

*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.

Appendix A: Service Area Review Assessment Data

MISSION OF SERVICE AREA

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

Registration & Record Office maintains the accuracy, integrity, confidentiality, and security of all students' academic records, and ensures full compliance with all applicable federal and college regulations.

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

The Registration & Record Office, as a unit of Student Services Division, performs essential role in promoting educational and academic mission of the College.

SERVICE AREA FUNCTIONS

1. List the principal functions/services of this service area.

- Collect and record student and instructional academic program information, including conducting and managing processes related to registration (e.g. class rosters, course offerings bulletin, grades, registration, scheduling, and verifications).

- Coordinate and produce official enrollment and academic certification from academic records (e.g. census reports, transcripts/verifications)

- Provide support for determining academic eligibility and academic progress (e.g. degree audits, dismissals and probations, commencement certification)

2. Provide goals and objectives of each function/service

- Process student records accurately & efficiently.

- Provide exceptional levels of service to all our customers, including students, faculty, staff, alumni and other public agencies.

- Balance the interests of students, faculty, staff and administration as we support the development and administration of institutional policies and procedures.

TRENDS ANALYSIS

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

Services/Activities	2013-2014	2014-2015	2015-2016
Enrollment for fall, spring & Summer	**832**	**776**	**880**
Course Modification Adjustment	36	46	36
Student Class Schedule Adjustment	639	578	589
Change and/or Double majors	146	113	139
Course Withdrawals	284	214	231
College Clearance/Leave of Absence	87	55	85
Official Enrollment Rosters	24	24	24
Enrollment Summary	21	21	21
Readmissions	170	157	165
Catalog Requirement Analysis (CRA)	1,204	1,090	1,229
Transcript Evaluations	183	187	169
Academic Transcripts Processing	609	397	453
Verification of Student Enrollment Status	91	111	113
Process Graduation Applications	75	77	64
Probation List	30	30	30
Dean's List	20	20	20
Incomplete Grade List	15	15	15
Student's Grade Report (Individuals & Offices)	6,041	4,284	4,518
Semester Report	03	01	01
Data Reports	219	174	137
Course Repeat Report	03	03	03

2. Use data provided to indicate trends in staffing:

Staffing	Management level	Professional Level	Classified Level	Student Workers
2013-2014	Registrar(1 full-time)	0	2 full-time	3
2014-2015	Registrar(1 full-time)	0	2 full-time	4
2015-2016	0	0	3 full-time	3

LEARNING OUTCOMES ASSESSMENT SUMMARY

Year 1: 2013-2014

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
N/A				

Year 2: 2014-2015

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
N/A				

Year 3: 2015-2016

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
N/A				

GOALS/OBJECTIVES ASSESSMENT SUMMARY

Year 1: 2013-2014

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
Process Student Records accurately & efficiently	Client Surveys	85%	94%	Service area has been successful in carrying out its mission & provided excellent services to its clientele.

Year 2: 2014-2015

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide exceptional levels of service to all of our customers, including students, faculty, staff, alumni, and other public agencies.	Client Survey	85%	94%	Service area was successful in meeting the expected outcome. However, since the results went down from previous years, the staff review the results & will take part in the customer service training.

Year 3: 2015-2016

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
Be a leader in the registrar's industry by being progressive, innovative and efficient in our work. We should develop and/or adopt industry best practices.	Client Survey	85%	95%	Service area was successful in meeting the expected outcome, therefore, will continue to provide exceptional service and make changes when necessary.

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
Registrar	FT	MA	12/1996	Develop and administer the unit budget. Supervision & management of all administrative & operational functions of the office. Organize & administer the academic records, registration & graduation functions, including transcript evaluations, provide maximum service to students while ensuring efficient & effective workflow, participate & serve as part of the Student Services Management team & perform other related duties as assigned by the Dean.
Administrative Asst.	FT	BA	03/1986	The Administrative Assistant to the Registrar supports the Registrar in the achievement of the mission of the Office of Registration & Records. The Administrative Assistant aids in the management of the day to day operation of the department, including: maintaining academic records, interacting with students, faculty and staff. Providing administrative and clerical assistance in support of Student Affairs. This position reports to the Registrar.
Registration & Records Specialist	FT	AS	10/2006	Supports the Registrar in the achievement of the mission of the Office of Registration & Records. Assists in overseeing the day-to-day activities, coordinates & maintains student records, performs professional work in the analysis, research and preparation of reports, interacting with students, faculty and staff. Perform other job-related duties as assigned by Registrar.

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

No, the registration office needs additional staff. We currently are forced to rely on student employees that are needed year-round to complete vital registration functions. With this turnover, we are constantly training and correcting errors made by trainees. The service area deals with confidential information, and in order to serve the students adequately, the office needs to be staffed appropriately and cannot continue to use students.

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, the service area personnel posses' 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.

Yes, the service area personnel needs to continue to attend the annual AACRAO & PACRAO conferences to enhance their skills and adopting new ideas, and new techniques to attain success as they continue to provide quality services to its client.

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 the work space is adequate to support the service area

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, there is still a need for fireproof cabinet to support the service area in keeping the student records safe and secure and new printer for Registar.

3.   Does the service area generate revenue?

Yes, drop/add fees, graduation fees and readmission fees, registration fees and transcript fees.

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	Explanation
Need to purchase two Fireproof Cabinets	Incomplete	The requisition was submitted to Dean Daniel for approval. We never got an approval on it, still waiting.
Need to Hire Additional Staff	Incomplete	Vacancy announcement is out
Need to purchase new printer	Incomplete	Waiting for quotation from Computer Technician

SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

- A dedicated and proficient staff that sits at the ready well prepared to serve students, faculty, staff and the community.

- We work hard to communicate broadly and effectively across campus, which is a challenge in such a diverse environment.

- We are collaborative with other offices and our various publics, and are regarded as a "team player", with the greater good in mind.

- Continual improvement for our practices and procedures. By examining what we are doing now and looking what we have done in the past, we are able to evaluate and assess if changes are needed to better serve the students.

2. List and explain service area improvement needs.

- Staffing needs must be addressed. What the college in general needs to understand is that registration & record touch every student that registers for classes. In order to serve the students adequately, the office needs to be staffed appropriately to meet the needs of students, and the college community.

- There is a need for fire proof filing cabinets to keep the students' records safe and secure.

- Purchase a new printer to replace the broken one

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 additional staff	To serve the needs of the students, to respond to requests of the college community, alumni and local agencies for data requested every day, and to safeguard the integrity of the institution's records and degrees.	Yes, $ 15,000.00	Fall 2017
Need to purchase two fire proof cabinets	Keep the students' records more safe and secure.	Yes - $10,000.00	ASAP
Need to purchase a printer	To replace the non-repair printer	$ 500.00	ASAP

RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	Counselor	$15,000.00	To provide front line counter & phone assistance to help students gain access to the college's programs and services.
Facilities			
Equipment	Fireproof Cabinet	$10,000.00	To keep the students' records safe and secure.
Supplies	Printer	$ 500.00	To better serve the students
Software			
Training			
Other			
Total	3	$ 25,500.00	Hire additional staff, purchase fireproof cabinets and replace broken printer

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