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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

**Student Service (Student Life-
Counseling/Advising)**

Period of Three Year Review

August 2010 – July 2013

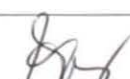
NAME/TITLE/SIGNATURES:

Completed by Director Hilda N. Reklai 

Date 12/13/13

Division/Department Head Dean Sherman Daniel 

Date 12/13/13

Received by Institutional Research Office on:	date	Name and Initial of receiving personnel
	12/13/13	 LTSara

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

SERVICE AREA PURPOSE:

Student Life Counseling/Advising Unit exists to take an active role within each student learning environment by facilitating the process of educational, career and personal decision making in a professional and caring manner. The Office provides Academic Advising and assist students clarify their goals; helps provide or direct students to available resources; assist students in the selection of their courses and monitors students' academic progress.

The service area mission supports the overall mission of the college by promoting learning opportunities to students thru academic support services. The Unit currently has a calendar of activities and programs that supports the students in their education, career and personal decision making in a professional manner.

TREND ANALYSIS:

The Student Life Counseling/Advising provides services to the entire college student body with assistance from the Administrative Assistant, Unit Director as well as the student workers. In SY2010-2011, the unit met with individual students for the following purposes/services: Academic Advising - 2,636, Academic Counseling - 1,306, Individual Probation Session - 593, Weekly Student Progress Report-Individual Student Session - 721 and Financial Aid Information/Petition - 32, (all services were provided to duplicated head counts of students).

In SY2011-2012, the Counselors/Advisors met with individual students for the following purposes/services: Academic Advising was 2,561, Academic Counseling was 1,387, Individual Probation Session was 595, Weekly Student Progress Report-Individual Student Session was 742 and Financial Aid Information/Petition was 44, (all services were provided to duplicated head counts of students).

In SY2012-2013, the Counselors/Advisors met with individual students for the following purposes/services: Academic Advising was 2,496, Academic Counseling was 1,511, Individual Probation Session was 630, Weekly Student Progress Report-Individual Student Session was 733 and Financial Aid Information/Petition was 46, (all services were provided to duplicated head counts of students).

In addition to the above individual services, the office has yearly planned programs and programs/activities to support the students' learning. Such program/activities are: New Student Orientation, Dorm Residents Probation Session, Group Counseling/Developmental Course, Study Skills/Information Workshop, and Introduction to College Course (SS100).

In SY2010-2011, it conducted New Student Orientation to 201 new students; Dorm Residents Academic Probation Sessions to 47 student residents (duplicated head counts); Group Counseling/Information Workshop to 130 students (duplicated headcounts), Study Skills Workshop to 100 students (duplicated head count), and Instruction Course – SS100 was 267 (duplicated head counts).

In SY2011-2012, it conducted New Student Orientation to 143 new students; Dorm Residents Academic Probation Sessions to 59 student residents (duplicated head counts); Group Counseling/Developmental Course to 196 students (duplicated headcounts), Study Skills/Information Workshop to 240 students (duplicated head count), and Introduction to College Course (SS100) was 258 (duplicated head counts).

In SY2012-2013, it conducted New Student Orientation to 133 new students; Dorm Residents Academic Probation Sessions to 43 student residents (duplicated head counts); Group Counseling/Developmental

Courses to 242 students (duplicated headcounts), Study Skills/Information Workshop to 171 students (duplicated head count), and Introduction to College Course (SS100) was 238 (duplicated head counts).

In SY2010-2011, the Student Life Counseling/Advising Office consists of three Academic Counselor/Advisors and one Administrative Assistant. Counseling/Advising Office was very fortunate to have had additional supports that were made available through College Work Study Students (CWS), Workforce Investment Act (WIA), Upward Bound (UB), Summer Work Experience Program (SWEP) and Palau High School Job Shadowing Program (PHS). Within the school year, there were seven CWS, one from UB who assisted in the office.

In SY2011-2012, the office continued its services with three Academic Counselor/Advisors and one Administrative Assistant. Within the school year, there were nine CWS, two from WIA, two from UB, and one from SWEP, who assisted in the office.

In SY2012-2013, the office was very fortunate to receive additional funds earmarked for additional Academic Counselor/Advisor. With the addition to the personnel, the office continued its services with four Academic Counselor/Advisors and one Administrative Assistant. Within the school year, there were eight CWS, one from WIA, three from UB, and one from SWEP, and two from PHS who assisted in the office.

The programs provided the much needed assistant and support based on the Unit's request of needs. When the unit necessitates a need for additional support, a request will be sent to the respective programs for assistance.

LEARNING OUTCOME ASSESSMENTS:

The office of Student Life – Counseling/Advising's programs and services are conducted and are being assessed and changes are made for improvement purposes. Such programs are New Student Orientation, Dorm Residents Academic Probation Session, Group Counseling/Developmental Courses, Study Skills/Information Workshop, and Introduction to College Course (SS100).

New Student Orientation have been conducted prior to the beginning of each semester to assure that the new incoming students get acquainted with the college's offices and services that exists to assist them in their learning and to achieve their individual goals. This program is being conducted and evaluated regularly and changes are made for improvement.

In fall 2010, the program received low ratings on the assessment. During the staff regular meeting, it was decided that each advisor for each of the three schools were assigned to three different classrooms for the academic advising presentations instead all in the cafeteria. In the cafeteria, there are three different groups with three advisors talking at the same time which creates echo and students can't hear clearly. In addition, it was decided to utilize power point presentation during the session for better and clearer presentations. Lastly, a campus tour was added as part of the orientation. Associated Students of Palau Community College (ASPPCC) members were requested to assist as tour guides. The new students were divided into groups of three, four, or five depending on the number of the students. The tour guides followed the same guidelines and toured the students around the campus and the offices that the students need to be aware of. This was to increase the awareness of the support services in the campus that students can tap into if need arises. The changes made were implemented in spring 2011.

The Academic Counseling/Advising team met to discuss the results of the spring 2011 results. As a result of the meeting, the assessment tool for the New Students Orientation was revised. and an item regarding on campus housing option was taken out due to the reason that student are informed of this option through the College's Admissions Office. This revised tool was implemented in summer 2011.

In spring 2012, the program received low ratings in two of the four items. It was discussed and decided that each advisor was to administer pre evaluation in their respective program sessions instead of during the orientation registration. This was due to the agreement that as new students in college, and given a post evaluation at the end of the day after being bombarded by a lot of new information, they will certainly not recall detail information. With this, it was decided that pre evaluation will be administered before the respective program sessions and post evaluation after the session. During this meeting, it was also decided that the item regarding the students' knowledge about pre-requisites for their program courses will be taken out. This item is discussed extensively in Introduction to College Course (SS100) where students will take it further to do their Individualized Educational Plan (IEP).

In SY2012-2013, the program received good ratings on the assessment results. The service area will continue to assess the New Student Orientation Assessment results and make any needed changes for improvement.

The second program/service provided by the Academic Counseling/Advising service area is the Dorm Academic Probation Session. In the SY2010-2011, the counselors/advisors were able to meet with dorm residents who were in academic probation. The sessions were conducted with pre and post evaluation to assess the service. The program/service received ratings of above 90%. The program continued through the SY2011-2012 and SY2012-2013 with the ratings of above 95%.

The third program/service of the service area is the Group Counseling/Developmental Courses. This program was designed to inform and assist students who are enrolled in developmental courses. Students are informed about the assistance that are available to assist them pass their developmental courses.

In the SY2011-2012, the service area conducted the program/service and invited all students who were enrolled in any developmental courses in the college. All of the student participants were able to complete a pre-evaluation prior to the session and a post-evaluation at the end. The overall evaluation results ranged between 90% and 91%.

In the SY2012-2013, the program continued and again, the overall evaluation results show ranged between 91% and 94%. The ratings were above the expected outcome. Although the program was receive good ratings, it will continuously to assess the Group Counseling/Developmental Courses results and make any needed changes for improvement.

The fourth program/service of the service area is the Study Skills/Information Workshop. This program is conducted to assist and/or inform students on ways that could help them in passing their classes and achieving their goals while in the college. In the SY2011-2012, Study Skills on Time Management was conducted and Pre and Post Evaluations were administered. At the end of the session, the results were above 90% which exceeded the expected outcome.

In the SY2012-2013, Study Skills on Developing Academic Strategies was conducted. At the end of the session, the results were above 90% and therefore, it met the objective. The serviced area will continue to conduct the workshop and assess its results and make any needed changes for improvement.

The fifth and the final program/service of the service area is the Introduction to College Course (SS100). The service area conducts the SS100 course in assisting the Academic Affairs Office. The course is taught by the Academic Counselors/Advisors three semesters in a school year. Like the other service area programs and services, SS100 course is evaluated at the beginning and at the end of the course. The assessment began with 13 SLO's in fall 2010. In spring 2011, an additional SLO was added to address the Program Learning Outcome (PLO). The evaluation results indicated that the SLO regarding Transfer did not meet the objective.

The action plan was to have Academic Counselors/Advisor speak clearly and allow time for question and answer. Other than that, each of the program's SLO's objectives were met.

After reviewing the SLO's, the team saw the need to revise the evaluation tool that will take effect in summer 2012. The revisions are as follows:

- The item regarding Registration Processes will be deleted: This item is discussed in the New Students Orientation.
- The item regarding Financial Aid processes will be deleted: The Financial Aid Office are invited to discuss their services in SS100 class and evaluates their session.
- The item regarding Transfer Requirements will be deleted: There is a Career and Transfer Counselor at the college's Learning Resource Center who is invited to discuss their services in SS100 class and evaluates their session.
- The item regarding Educational Options at PCC will be deleted: This is discussed in the New Student Orientation and also students are urged and advised to meet with their Academic Counselor/Advisor to further discuss available options in the college.

Other than the above changes, the program will continue, will be evaluated, and changes will be made for improvement.

The service area has an evaluation that assesses its services every semester. Without service area goals and objectives, the service area continues to administer the evaluations. The service area evaluations are done by students/clients who utilize the office's services. The results indicate that the service area have been rated excellent for the past three school years. The students/clients also indicated in their evaluation that they will come back to seek assistance from the Academic Counselor/Advisor if needed to.

GOALS/OBJECTIVE ASSESSMENTS:

Student Life Counseling/Advising is in the process of developing its goals and objectives; the unit will complete the goals and objectives in summer 2014 and will begin its implementation in fall 2014. The assessments will be used for improvement of services and/or development and implementation of needed services.

PERSONNEL:

The unit has one Director who was hired on November 2005 who has a college degree. The unit also has four Counselor/Advisors whom two of them were hired in November 2006, one in June 2010 and the fourth one in November 2012 and all possess college degrees. The other position on board in the unit is the Administrative Assistant who was hired in November 2010 and has a college degree. The description of duties for the above personnel in the unit is found under Appendix A, Personnel #1 on page 32 - 34. The number of personnel at the present time is adequate to support the service area.

PROFESSIONAL DEVELOPMENT ACTIVITIES:

The Student Life Counseling/Advising personnel have attended trainings, workshops and enroll in the college courses during this review period. The trainings and workshops include First Aid & CPR in December 2010 and April 2012, Annual Health & Physical Education Workshop in November 2010, Navigation Class in spring 2010 and Customer Service Training in March 2011. One Dorm Manager has been enrolled part time here in the college pursuing her Associate of Applied Science Degree in Library & Information Services since fall 2011. The Resident Assistant also has been enrolled part time here in the college pursuing her Associate of Applied Science Degree in Office Administration since fall 2012.

FACILITIES AND EQUIPMENT:

The Student Life Office continues its need of maintaining its facilities to continue its uninterrupted services to student for the time being. In spring 2013, an extension to the office began to accommodate the newly hired counselor/advisor and excess space to store office files and documents.

The unit does have a need for a copier machine. During the reporting period, the three offices' the documents needing copies are either made available through other college offices or an outside printing company. The copier machine will serve the whole unit (Counseling/Advising, Student Housing & Recreation Offices). The unit does not generate revenue.

SERVICE AREA STRENGTH AND IMPROVEMENT NEEDS:

Counseling/Advising Office have been assisting and supporting other college offices in providing quality services. Such services are placement testing and recruitment in the high schools on the island. The office continues to provide support to the rest of the college to promote educational learning and activities. The unit's staffs are also active members of the college and the community committees during this review period of 2010-2013. Such committees/associations are the Palau Community College Executive Committee, Phi Theta Kappa Advisor, Graduation Committee and Charter Day Committee, Member of Faculty Senate Association, Members of the College Classified Staff Organization, and Staff Advisors for different College Student Organizations and /or Clubs during this review period.

EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS:

There were two action plans that resulted after the second cycle review of 2007-2009. The two plans were for professional development needs and they were one, Emergency Management Training and two, Basic Counseling Skills Training. The action plan one have been met and both Dorm Managers are certified in First Aid/CPR. However, the action plan two has not been implemented for the following reasons: the service area through the college Human Resource Division was not able to secure training for the Basic Counseling Skills Training during this review period. Due to the unit's many tasks and responsibilities that required more immediate attention and time, service area kept putting it off. The unit's personnel have been referring cases and/or incidences to seek professional assistants within and Health Services and/or Churches.

SERVICE AREA ACTION PLAN:

Based on the first review period of 2004 – 2006, the unit's action plan was to hire a paraprofessional to assist the counselors/advisors in lightening their increasing load of tasks. This action plan depended on the availability of funds. During the waiting period, the office was able to hire Workforce Investment Act Workers and Federal work Study Students to assist. In fall 2012, the unit was able to hire additional full-time counselor/advisor into the team.

Based on the second review period of 2007 - 2009, the unit had two action plans as a result of the review. The two plans were, Provide Needed Trainings for Counselors, and Procure Copier Machine. The action plan one has not been implemented for the following reasons: the service area through the college Human Resource Division was not able to secure training for the Basic Counseling Skills Training during this review period. Due to the unit's many tasks and responsibilities that required more immediate attention and time, service area kept putting it off. The unit's personnel have been referring cases and/or incidences to seek professional assistants within and Health Services and/or Churches.

The unit's action plan two has not been met due to the availability of funds. The service area thru an agreement is utilizing one of the college's service area's copier machines and/or printing company in the community. The arrangement has served the service area during this review period.

Based on this review period, Student Life Unit will propose both action plans in the third review cycle results. The office will work with the Human Resource Division and the Office of Student Service to ensure its implementation.

RESOURCE REQUEST:

The resource requested below is based on program review results and students' satisfactory survey. The requests have been identified and explained in this report. The first action plan of this review does not require any funding; the unit's responsible personnel doing assessment will work closely with the college's Accreditation Liaison Officer and the Institutional Researcher to develop goals and objectives, identify assessment tools, assess and use results to make necessary changes.

The requested resource is merely based on the result of this review. However, it is important to mention that for the next three year period and throughout each year, there may be needs of equipment and materials that will require procurement to provide services to other Student Life-Counseling/Advising programs and services. When the other needed services arise, the unit will be requesting to procure equipment and materials not mentioned in this review to accommodate unit's programs and services to improve students' learning and institutional effectiveness.

SERVICE AREA ACTION PLAN:

Based on the review, the Student Life – Counseling/Advising will propose action plan one in the third review cycle results and will work with the Human Resource Division to ensure its implementation. The unit will also propose action plan two, procure copier machine. This action plan requires funding and therefore, the unit will work closely with the office of Dean of Students to assure its implementation. The third action plan is to develop goals and objectives as well as assessment tools to assess and use results to make necessary changes. The action plan of this review does not require any funding; the unit's responsible personnel doing assessment will work closely with the college's Accreditation Liaison Officer and the Institutional Researcher to assure its development and implementation.

The unit also proposes a fourth action plan, First Aid/CPR Certification to be one of the unit's action plans. This will require at least one counselor/advisor to be certified in First Aid/CPR for safety and emergency purpose. This action plan requires funding and certification needs to be renewed in a two year period. A fifth action plan is American Counselors Association Membership of all of the Counselors/Advisors. The association's membership will allow Counselors/Advisors to be members of the association and will be updated on areas of counseling and advising and therefore, provide quality services to students. This action plan requires funding and the membership of the four counselors/advisors need to be renewed on a yearly basis.

The last action plan is the National Academic Advising Association (NACADA) - Institutional Membership. The association's membership will allow Director to be updated on areas of counseling and advising and will work with counselors/advisor to improve programs and services of the unit. This requires funding and membership needs to be renewed on a yearly basis.

RESOURCE REQUEST:

The resource requested below is based on program review results and students satisfactory survey. The requests have been identified and explained in this report. The unit's current number of personnel and facility is adequate to support the service area and therefore, will maintain as is. On the other hand, the unit has a need to acquire a copier machine that will be utilized by the three service areas within the unit (Counseling/Advising, Student Housing and Recreation Offices). The service area also request resources for the office's consumable supplies. These supplies are needed in a daily office operation to assure a quality service to students.

The unit also requests resources for the trainings/memberships for the counselors/advisors as well as the unit director. The trainings/memberships require funding. The unit will work closely with the appropriate office to assure that the training is implemented as well as renewal of such certificates//memberships.

The requested resource is merely based on the result of this review. However, it is important to mention that for the next three year period and throughout each year, there may be needs of equipment, materials and/or additional trainings that will require procurement to provide services to other Student Life – Counseling/Advising programs and services. When the other needed services arise, the unit will be requesting to procure equipment, materials and/or trainings not mentioned in this review to accommodate unit’s 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.

The mission of counseling/advising is to take an active role within each student learning environment by facilitating the process of educational, career and personal decision making in a professional and caring manner.

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

The unit's mission does support the overall institutional mission by promoting learning opportunities to students through academic support services.

TRENDS ANALYSIS

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

Services/Activities	Number of participating students within a school year.		
	2010-11	2011-12	2012-13
Individual Academic Advising	2636	2561	2496
Individual Academic Counseling	1306	1387	1511
Individual Probation Session	593	595	630
Weekly Student Progress Report (Individual Student Sessions)	721	742	733
Financial Aid Information/Petition (Individual Students)	32	44	46
New Students Orientation	201	143	133
Dorm Probation Session (Residents)	47	59	43
Group Counseling/Information Workshop	130	196	242
Study Skills Workshop	100	240	171
Instruction Course (SS100)	267	258	238

2. Use data provided to indicate trends in staffing:

Staffing	Management level	Professional Level	Classified Level	Student Workers
2010-11	1 Director - Fulltime	3 Counselors – Fulltime	1 Secretary – Fulltime	7 – ¼ Time
2011-12	1 Director - Fulltime	3 Counselors – Fulltime	1 Secretary – Fulltime	14 – ¼ Time
2012-13	1 Director - Fulltime	4 Counselors – Fulltime	1 Secretary – Fulltime	15 – ¼ Time

LEARNING OUTCOMES ASSESSMENT SUMMARY

Year 1: SY 2010 – 2011

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
<p><u>New Student Orientation</u></p> <ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available to them. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 80 students were included and 39% did not have any knowledge and 61% did have knowledge ▪ Post-Assessment - 80 students were included and 18% did not have any knowledge and 83% did have knowledge 	<ul style="list-style-type: none"> ▪ 83% of the students gained knowledge and therefore our action plan are: 1. Assign each advisor to a classroom to so that students will be able to hear advisor clearly. 2. Use power point in doing the presentation or session; 3. Campus tour.
<ul style="list-style-type: none"> ▪ Students will gain knowledge of the testing and course placement process. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will know the college testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 80 students were included and 52% did not have any knowledge and 48% did have knowledge ▪ Post-Assessment - 80 students were included and 23% did not have any knowledge and 78% did have knowledge 	<ul style="list-style-type: none"> ▪ 78% of the students gained knowledge and therefore our action plan are: 1. Assign each advisor to a classroom to so that students will be able to hear advisor clearly. 2. Use power point in doing the presentation or session; 3. Campus tour.

<ul style="list-style-type: none"> ▪ Students will gain knowledge of the pre-requisite for their program. ▪ Students will gain an understanding of the registration process. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the pre-requisites for their college's program. ▪ 85% of student will gain understanding of the registration processes at the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 80 students were included and 64% did not have any knowledge and 36% did have knowledge ▪ Post-Assessment - 80 students were included and 31% did not have any knowledge and 69% did have knowledge ▪ Pre-Assessment - 80 students were included and 57% did not have any knowledge and 43% did have knowledge ▪ Post-Assessment - 80 students were included and 15% did not have any knowledge and 85% did have knowledge 	<p>action plan are: 1.</p> <ul style="list-style-type: none"> ▪ 69% of the students gained knowledge and therefore our Assign each advisor to a classroom to so that students will be able to hear advisor clearly. 2. Use power point in doing the presentation or session; 3. Campus tour. <p>85% of the students gained knowledge and therefore our action plan is to have the registration process on a handout and included in the orientation packet.</p>
<p><u>Dorm Residents Academic Probation Session</u></p> <ul style="list-style-type: none"> ▪ Students will gain understanding of the consequences of remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% students will gain knowledge of the consequences of remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 22 students were included and 32% did not have any knowledge and 68% did have knowledge ▪ Post-Assessment - 22 students were included and 0% did not have any knowledge and 100% did have knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ Students will gain understanding of the consequences with financial aid if remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% students will gain knowledge of the consequences with financial aid if remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 22 students were included and 36% did not have any knowledge and 64% did have knowledge ▪ Post-Assessment - 22 students were included and 0% did not have any knowledge and 100% did have knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge and therefore, the objective was met.

<ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available at the campus. ▪ Students will gain knowledge of the tutoring services available at the campus. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% Students will gain knowledge of the support services available at the campus ▪ 85% Students will gain knowledge of the support services available at the campus 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 22 students were included and 36% did not have any knowledge and 64% did have knowledge ▪ Post-Assessment - 22 students were included and 0% did not have any knowledge and 100% did have knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge and therefore, the objective was met. ▪ 91% of the students gained knowledge and therefore, the objective was met.
<p><u>Group Counseling/ Developmental Courses</u></p>	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 22 students were included and 45% did not have any knowledge and 55% did have knowledge ▪ Post-Assessment - 22 students were included and 9% did not have any knowledge and 91% did have knowledge 	<ul style="list-style-type: none"> ▪ 95% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ Students will have knowledge of about remedial courses. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will know the college testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 40 students were included and 60% did not have any knowledge and 40% did have knowledge ▪ Post-Assessment - 40 students were included and 5% did not gain knowledge and 95% did gain knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> ▪ Students will have knowledge of the importance of passing remedial courses on the first attempt. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will know the college testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 40 students were included and 40% did not have any knowledge and 60% did have knowledge ▪ Post-Assessment - 40 students were included and 0% did not gain any knowledge and 100% did gain knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge therefore, the objective was met.

<ul style="list-style-type: none"> ▪ Students will have knowledge of the services to assist them in passing their classes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain understanding of the registration processes at the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 40 students were included and 45% did not have any knowledge and 55% did have knowledge ▪ Post-Assessment - 40 students were included and 5% did not gain any knowledge and 95% did gain knowledge 	<ul style="list-style-type: none"> ▪ 95% of the students gained knowledge therefore, the objective was met
<p><u>Study Skills/ Information Workshop</u></p>				
<ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available to them. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 100 students were included and 40% did not have any knowledge and 60% did have knowledge ▪ Post-Assessment - 100 students were included and 6% did not gain knowledge and 94% did gain knowledge 	<ul style="list-style-type: none"> ▪ 94% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ Students will gain knowledge of the testing and course placement process. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will know the college testing and course placement processes 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 100 students were included and 39% did not have any knowledge and 61% did have knowledge ▪ Post-Assessment - 100 students were included and 7% did not gain any knowledge and 93% did gain knowledge 	<ul style="list-style-type: none"> ▪ 93% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> ▪ Students will gain an understanding of the registration process. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain understanding of the registration processes at the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 100 students were included and 50% did not have any knowledge and 50% did have knowledge ▪ Post-Assessment - 100 students were included and 10% did not gain any knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, the objective was met

<ul style="list-style-type: none"> ▪ Students will gain knowledge to remedy procrastination. <p><u>Introduction to College Course (SS100)</u></p> <ul style="list-style-type: none"> ▪ At the end of 8th week, students will be familiar with the services available at the college. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain knowledge to remedy procrastination. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 100 students were included and 48% did not have any knowledge and 52% did have knowledge ▪ Post-Assessment - 100 students were included and 5% did not gain any knowledge and 95% did gain knowledge 	<ul style="list-style-type: none"> ▪ 95% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ At the end of 8th week, students will gain knowledge about testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will be familiar with the services available to them. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 91 students were included and 78% did not gain knowledge and 22% did gain knowledge. ▪ Post-Assessment - 91 students were included and 10% did not gain knowledge and 90% did gain knowledge. 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> ▪ At the end of 8th week, students will gain knowledge about the registration processes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain knowledge about testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 91 students were included and 73% did not gain knowledge and 27% did gain knowledge. ▪ Post-Assessment - 91 students were included and 10% did not gain knowledge and 90% did gain knowledge. 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> ▪ At the end of 8th week, students will gain knowledge about the registration processes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about the registration processes at the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 91 students were included and 54% did not gain knowledge and 46% did gain knowledge ▪ Post-Assessment - 91 students were included and 7% did not gain knowledge and 93% did gain knowledge 	<ul style="list-style-type: none"> ▪ 93% of the students gained knowledge therefore, objective was met.

<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about pre-requisites for the required courses in their major. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of students will gain knowledge about the pre-requisites for the required courses in their major. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 76% did not gain knowledge and 24% did gain knowledge Post-Assessment - 91 students were included and 8% did not gain knowledge and 92% did gain knowledge 	<ul style="list-style-type: none"> 92% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about the general education courses required for their major. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about the general education courses required for their major. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 81% did not gain knowledge and 19% did have knowledge Post-Assessment - 91 students were included and 10% did not gain knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> 90% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about the Satisfactory Academic Progress Policy of the college. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about the Satisfactory Academic Progress Policy. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 89% did not gain knowledge and 11% did gain knowledge Post-Assessment - 91 students were included and 11% did not gain knowledge and 89% did gain knowledge 	<ul style="list-style-type: none"> 89% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about the academic standard of PCC. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about academic standard of the college. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 79% did not gain knowledge and 21% did gain knowledge Post-Assessment - 91 students were included and 9% did not gain knowledge and 91% did gain knowledge 	<ul style="list-style-type: none"> 91% of the students gained knowledge therefore, objective was met.

<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about Financial Aid Processes. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Financial Aid Processes. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 71% did not gain knowledge and 29% did gain knowledge Post-Assessment - 91 students were included and 7% did not gain knowledge and 93% did gain knowledge 	<ul style="list-style-type: none"> 93% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about Time Management Skills. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Time Management. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 57% did not gain knowledge and 43% did gain knowledge Post-Assessment - 91 students were included and 8% did not gain knowledge and 92% did gain knowledge 	<ul style="list-style-type: none"> 92% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about Test Taking Skills. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Test Taking Skills. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 60% did not gain knowledge and 40% did gain knowledge Post-Assessment - 91 students were included and 11% did not gain knowledge and 89% did gain knowledge 	<ul style="list-style-type: none"> 89% of the students gained knowledge therefore, objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students will be gain knowledge about Note Taking Skills. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Note Taking Skills. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 53% did not gain knowledge and 47% did gain knowledge Post-Assessment - 91 students were included and 9% did not gain knowledge and 91% did gain knowledge 	<ul style="list-style-type: none"> 91% of the students gained knowledge therefore, objective was met

<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about Transfer requirements At the end of 8th week, students will gain knowledge about their program learning outcome. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Transfer requirements. 85% of new students will gain knowledge about their program learning outcome. 	<ul style="list-style-type: none"> Pre-Assessment - 91 students were included and 82% did not gain knowledge and 18% did gain knowledge Post-Assessment - 91 students were included and 24% did not gain knowledge and 76% did gain knowledge Pre-Assessment - 91 students were included and 75% did not gain knowledge and 25% did gain knowledge Post-Assessment - 91 students were included and 10% did not gain knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> 76% of the students gained knowledge therefore, our plan is to explain clearly in class and allow time for Q and A. 90% of the students gained knowledge therefore, objective was met. Although all objectives for SS100 for the SY2010-SY2011 were met, additional question will be added. The question will address course learning outcome.
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Year 2: SY 2011 – 2012

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
<p><u>New Student Orientation</u></p> <ul style="list-style-type: none"> Students will gain knowledge of the support services available to them. Students will gain knowledge of the testing and course placement process. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will have knowledge of the available supports services of the college. 85% of students will know the college testing and course placement processes. 	<ul style="list-style-type: none"> Pre-Assessment - 148 students were included and 76% did not have any knowledge and 24% did have knowledge Post-Assessment - 148 students were included and 30% did not have any knowledge and 70% did have knowledge Pre-Assessment - 148 students were included and 86% did not have any knowledge and 14% did have 	<ul style="list-style-type: none"> 70% of the students gained knowledge and therefore our action plan is to have the advisors speak clearly and leave time for Q&A. 65% of the students gained knowledge and therefore our action plan is to have the advisors speak clearly and leave time for Q&A.

<ul style="list-style-type: none"> ▪ Students will gain knowledge of the pre-requisite for their program. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the pre-requisites for their college's program. 	<p>knowledge</p> <ul style="list-style-type: none"> ▪ Post-Assessment - 148 students were included and 35% did not have any knowledge and 65% did have knowledge ▪ Pre-Assessment - 148 students were included and 64% did not have any knowledge and 36% did have knowledge ▪ Post-Assessment - 148 students were included and 26% did not have any knowledge and 74% did have knowledge 	<ul style="list-style-type: none"> ▪ 74% of the students gained knowledge and therefore our action plan is to have the advisors speak clearly and leave time for Q&A.
<p><u>Dorm Residents Academic Probation Session</u></p>				
<ul style="list-style-type: none"> ▪ Students will gain understanding of the consequences of remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% students will gain knowledge of the consequences of remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 25 students were included and 24% did not have any knowledge and 76% did have knowledge ▪ Post-Assessment - 25 students were included and 4% did not have any knowledge and 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ Students will gain understanding of the consequences with financial aid if remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% students will gain knowledge of the consequences with financial aid if remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 25 students were included and 36% did not have any knowledge and 64% did have knowledge ▪ Post-Assessment - 25 students were included and 4% did not have any knowledge and 96% did have knowledge 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge and therefore, the objective was met.
<ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available at the campus. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% Students will gain knowledge of the support services available at the campus 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 25 students were included and 36% did not have any knowledge and 64% did have knowledge 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge and therefore, the objective was met.

<ul style="list-style-type: none"> ▪ Students will gain knowledge of the tutoring services available at the campus. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% Students will gain knowledge of the support services available at the campus 	<ul style="list-style-type: none"> ▪ Post-Assessment - 25 students were included and 4% did not have any knowledge and 96% did have knowledge ▪ Pre-Assessment - 25 students were included and 20% did not have any knowledge and 80% did have knowledge ▪ Post-Assessment - 25 students were included and 0% did not have any knowledge and 100% did have knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge and therefore, the objective was met.
<p><u>Group Counseling/ Information Workshop</u></p>				
<ul style="list-style-type: none"> ▪ Students will have knowledge of about remedial courses. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 184 students were included and 76% did not have any knowledge and 24% did have knowledge ▪ Post-Assessment - 184 students were included and 10% did not gain knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ Students will have knowledge of the importance of passing remedial courses on the first attempt. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will know the college testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 184 students were included and 68% did not have any knowledge and 32% did have knowledge ▪ Post-Assessment - 184 students were included and 10% did not gain any knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> ▪ Students will have knowledge of the services to assist them in passing their classes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain understanding of the registration processes at the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 184 students were included and 70% did not have any knowledge and 30% did have knowledge 	<ul style="list-style-type: none"> ▪ 91% of the students gained knowledge therefore, the objective was met

<p><u>Study Skills Workshop</u></p> <ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available to them. ▪ Students will gain knowledge of the testing and course placement process. ▪ Students will gain an understanding of the registration process. ▪ Students will gain knowledge to remedy procrastination. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. ▪ 85% of students will know the college testing and course placement processes. ▪ 85% of students will gain understanding of the registration processes at the college. ▪ 85% of students will gain knowledge to remedy procrastination. 	<ul style="list-style-type: none"> ▪ Post-Assessment - 184 students were included and 9% did not gain any knowledge and 91% did gain knowledge ▪ Pre-Assessment - 100 students were included and 40% did not have any knowledge and 60% did have knowledge ▪ Post-Assessment - 100 students were included and 6% did not gain knowledge and 94% did gain knowledge ▪ Pre-Assessment - 100 students were included and 39% did not have any knowledge and 61% did have knowledge ▪ Post-Assessment - 100 students were included and 7% did not gain any knowledge and 93% did gain knowledge ▪ Pre-Assessment - 100 students were included and 50% did not have any knowledge and 50% did have knowledge ▪ Post-Assessment - 100 students were included and 10% did not gain any knowledge and 90% did gain knowledge ▪ Pre-Assessment - 100 students were included and 48% did not have any knowledge and 52% did have knowledge 	<ul style="list-style-type: none"> ▪ 94% of the students gained knowledge therefore, the objective was met ▪ 93% of the students gained knowledge therefore, the objective was met. ▪ 90% of the students gained knowledge therefore, the objective was met ▪ 95% of the students gained knowledge therefore, the objective was met .
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<p><u>Introduction to College Course (SS100)</u></p> <ul style="list-style-type: none"> ▪ At the end of 8th week, students will be familiar with the services available at the college. ▪ At the end of 8th week, students will gain knowledge about testing and course placement processes. ▪ At the end of 8th week, students will gain knowledge about the registration processes. ▪ At the end of 8th week, students will gain knowledge about pre-requisites for the required courses in their major. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will be familiar with the services available to them. ▪ 85% of students will gain knowledge about testing and course placement processes. ▪ 85% of new students will gain knowledge about the registration processes at the college. ▪ 85% of students will gain knowledge about the pre-requisites for the required courses in their major. 	<ul style="list-style-type: none"> ▪ Post-Assessment - 100 students were included and 5% did not gain any knowledge and 95% did gain knowledge ▪ Pre-Assessment - 167 students were included and 57% did not gain knowledge and 43% did gain knowledge. ▪ Post-Assessment - 167 students were included and 4% did not gain knowledge and 96% did gain knowledge. ▪ Pre-Assessment - 167 students were included and 45% did not gain knowledge and 55% did gain knowledge. ▪ Post-Assessment - 167 students were included and 3% did not gain knowledge and 97% did gain knowledge. ▪ Pre-Assessment - 167 students were included and 75% did not gain knowledge and 25% did gain knowledge ▪ Post-Assessment - 167 students were included and 8% did not gain knowledge and 92% did gain knowledge ▪ Pre-Assessment - 167 students were included and 57% did not gain knowledge and 43% did gain knowledge 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge therefore, the objective was met. ▪ 97% of the students gained knowledge therefore, the objective was met. ▪ 92% of the students gained knowledge. Although the objective was met, this item will be taken out of the evaluation. This is because it is discussed extensively during the New Student Orientation. ▪ 92% of the students gained knowledge therefore, the objective was met.
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<ul style="list-style-type: none"> ▪ At the end of 8th week, students gain knowledge about the general education courses required for their major. ▪ At the end of 8th week, students will gain knowledge about the Satisfactory Academic Progress Policy of the college. ▪ At the end of 8th week, students gain knowledge about the academic standard of PCC. ▪ At the end of 8th week, students will gain knowledge about Financial Aid Processes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about the general education courses required for their major. ▪ 85% of new students will gain knowledge about the Satisfactory Academic Progress Policy. ▪ 85% of new students will gain knowledge about academic standard of the college. ▪ 85% of new students will gain knowledge about Financial Aid Processes. 	<ul style="list-style-type: none"> ▪ Post-Assessment - 167 students were included and 8% did not gain knowledge and 92% did gain knowledge ▪ Pre-Assessment - 167 students were included and 60% did not gain knowledge and 40% did have knowledge ▪ Post-Assessment - 167 students were included and 5% did not gain knowledge and 95% did gain knowledge ▪ Pre-Assessment - 167 students were included and 69% did not gain knowledge and 31% did gain knowledge ▪ Post-Assessment - 167 students were included and 12% did not gain knowledge and 88% did gain knowledge ▪ Pre-Assessment - 167 students were included and 60% did not gain knowledge and 40% did gain knowledge ▪ Post-Assessment - 167 students were included and 9% did not gain knowledge and 91% did gain knowledge ▪ Pre-Assessment - 167 students were included and 54% did not gain knowledge and 46% did gain knowledge 	<ul style="list-style-type: none"> ▪ 95% of the students gained knowledge therefore, the objective was met. ▪ 88% of the students gained knowledge therefore, the objective was met. ▪ 91% of the students gained knowledge therefore, the objective was met. ▪ 90% of the students gained knowledge. Although the objective was met, this item will be taken out of the evaluation. This is because the Office of Federal
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<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about Time Management Skills. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Time Management. 	<ul style="list-style-type: none"> Post-Assessment - 167 students were included and 10% did not gain knowledge and 90% did gain knowledge Pre-Assessment - 167 students were included and 62% did not gain knowledge and 38% did gain knowledge Post-Assessment - 167 students were included and 4% did not gain knowledge and 96% did gain knowledge 	<p>Financial Aid conducts its session during the SS100 course and evaluate their service.</p> <ul style="list-style-type: none"> 96% of the students gained knowledge therefore, our objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about Test Taking Skills. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Test Taking Skills. 	<ul style="list-style-type: none"> Pre-Assessment - 167 students were included and 61% did not gain knowledge and 39% did gain knowledge Post-Assessment - 167 students were included and 12% did not gain knowledge and 88% did gain knowledge 	<ul style="list-style-type: none"> 88% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students will be gain knowledge about Note Taking Skills. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Note Taking Skills. 	<ul style="list-style-type: none"> Pre-Assessment - 167 students were included and 62% did not gain knowledge and 38% did gain knowledge Post-Assessment - 167 students were included and 10% did not gain knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> 90% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about Transfer requirements 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about Transfer requirements. 	<ul style="list-style-type: none"> Pre-Assessment - 167 students were included and 71% did not gain knowledge and 29% did gain knowledge Post-Assessment - 	<ul style="list-style-type: none"> 82% of the students gained knowledge. Although the objective was met, this item will be taken out of the evaluation. This is because Transfer and Career

<ul style="list-style-type: none"> ▪ At the end of 8th week, students will gain knowledge about their program learning outcome. ▪ At the end of 8th week, students will gain knowledge about educational options at PCC. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about their program learning outcome. ▪ 85% of new students will gain knowledge about their program learning outcome 	<p>167 students were included and 18% did not gain knowledge and 82% did gain knowledge</p> <ul style="list-style-type: none"> ▪ Pre-Assessment - 167 students were included and 60% did not gain knowledge and 40% did gain knowledge ▪ Post-Assessment - 167 students were included and 10% did not gain knowledge and 90% did gain knowledge ▪ Pre-Assessment - 167 students were included and 54% did not gain knowledge and 46% did gain knowledge ▪ Post-Assessment - 167 students were included and 8% did not gain knowledge and 92% did gain knowledge 	<p>Counselor conducts a session during the SS100 course and evaluate the service.</p> <ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, the objective was met. This SLO was added as the course's Program Learning Outcome (PLO). ▪ 92% of the students gained knowledge. Although the objective was met, this item will be taken out of the evaluation. This is because the subject is introduced during the New Student Orientation and students are further advised to meet with their advisor to further discuss options in detail.
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Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
<p><u>New Student Orientation</u></p> <ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available to them. ▪ Students will gain knowledge of the testing and course placement process. ▪ Students will gain knowledge of the pre-requisite for their program. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. ▪ 85% of students will know the college testing and course placement processes. ▪ 85% of new students will have knowledge of the pre-requisites for their college's program. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 124 students were included and 45% did not have any knowledge and 55% did have knowledge ▪ Post-Assessment - 124 students were included and 10% did not have any knowledge and 90% did have knowledge ▪ Pre-Assessment - 124 students were included and 50% did not have any knowledge and 50% did have knowledge ▪ Post-Assessment - 124 students were included and 11% did not have any knowledge and 89% did have knowledge ▪ Pre-Assessment - 124 students were included and 40% did not have any knowledge and 60% did have knowledge ▪ Post-Assessment - 124 students were included and 8% did not have any knowledge and 92% did have knowledge 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge and therefore the objective was met. ▪ 89% of the students gained knowledge and therefore the objective was met. ▪ 92% of the students gained knowledge and therefore the objective was met.
<p><u>Dorm Residents Academic Probation Session</u></p> <ul style="list-style-type: none"> ▪ Students will gain understanding of the consequences of remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% students will gain knowledge of the consequences of remaining on academic probation. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 23 students were included and 57% did not have any knowledge and 43% did have knowledge 	<ul style="list-style-type: none"> ▪ 100% of the students gained knowledge therefore, the objective was met

<ul style="list-style-type: none"> ▪ Students will gain understanding of the consequences with financial aid if remaining on academic probation. ▪ Students will gain knowledge of the support services available at the campus. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% students will gain knowledge of the consequences with financial aid if remaining on academic probation. ▪ 85% Students will gain knowledge of the support services available at the campus 	<ul style="list-style-type: none"> ▪ Post-Assessment - 23 students were included and 0% did not have any knowledge and 100% did have knowledge ▪ Pre-Assessment - 23 students were included and 48% did not have any knowledge and 52% did have knowledge ▪ Post-Assessment - 23 students were included and 4% did not have any knowledge and 96% did have knowledge ▪ Pre-Assessment - 23 students were included and 57% did not have any knowledge and 43% did have knowledge ▪ Post-Assessment - 23 students were included and 0% did not have any knowledge and 100% did have knowledge 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge and therefore, the objective was met. ▪ 100% of the students gained knowledge and therefore, the objective was met.
<p><u>Group Counseling/ Developmental Courses</u></p> <ul style="list-style-type: none"> ▪ Students will gain knowledge about the remedial courses. ▪ Students will gain knowledge of the importance of passing remedial courses on the first attempt. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about the remedial courses. ▪ 85% of students will know the importance of passing remedial courses on the first attempt. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 43 students were included and 58% did not have any knowledge and 42% did have knowledge ▪ Post-Assessment - 43 students were included and 9% did not gain knowledge and 91% did gain knowledge ▪ Pre-Assessment - 43 students were included and 48% did not have any knowledge and 53% did have knowledge 	<ul style="list-style-type: none"> ▪ 91% of the students gained knowledge therefore, the objective was met ▪ 94% of the students gained knowledge therefore the objective was met.

<ul style="list-style-type: none"> ▪ Students will gain about the services to assist them in passing their classes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain knowledge about the services to assist them in passing their classes. 	<ul style="list-style-type: none"> ▪ Post-Assessment - 43 students were included and 6% did not gain any knowledge and 94% did gain knowledge ▪ Pre-Assessment - 43 students were included and 55% did not have any knowledge and 45% did have knowledge ▪ Post-Assessment - 43 students were included and 8% did not gain any knowledge and 92% did gain knowledge 	<ul style="list-style-type: none"> ▪ 92% of the students gained knowledge therefore, the objective was met
<p><u>Study Skills/Informayion Workshop</u></p>				
<ul style="list-style-type: none"> ▪ Students will gain knowledge of the support services available to them. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will have knowledge of the available supports services of the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 45 students were included and 56% did not have any knowledge and 44% did have knowledge ▪ Post-Assessment - 45 students were included and 2% did not gain knowledge and 98% did gain knowledge 	<ul style="list-style-type: none"> ▪ 98% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ Students will gain knowledge of the testing and course placement process. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will know the college testing and course placement processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 45 students were included and 51% did not have any knowledge and 49% did have knowledge ▪ Post-Assessment - 45 students were included and 4% did not gain any knowledge and 96% did gain knowledge 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge therefore, the objective was met.
<ul style="list-style-type: none"> ▪ Students will gain an understanding of the registration process. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of students will gain understanding of the registration processes at the college. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 45 students were included and 58% did not have any knowledge and 42% did have 	<ul style="list-style-type: none"> ▪ 96% of the students gained knowledge therefore, the objective was met

<p><u>Introduction to College Course (SS100)</u></p> <ul style="list-style-type: none"> At the end of 8th week, students will be familiar with the services available at the college. At the end of 8th week, students will gain knowledge about testing and course placement processes. At the end of 8th week, students will gain knowledge about the registration processes. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment <ul style="list-style-type: none"> Pre Assessment Post Assessment <ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of students will be familiar with the services available to them. 85% of students will gain knowledge about testing and course placement processes. 85% of new students will gain knowledge about the registration processes at the college. 	<p>knowledge</p> <ul style="list-style-type: none"> Post-Assessment - 45 students were included and 4% did not gain any knowledge and 96% did gain knowledge Pre-Assessment - 212 students were included and 80% did not gain knowledge and 20% did gain knowledge. Post-Assessment - 212 students were included and 12% did not gain knowledge and 88% did gain knowledge. Pre-Assessment - 212 students were included and 78% did not gain knowledge and 22% did gain knowledge. Post-Assessment - 212 students were included and 11% did not gain knowledge and 89% did gain knowledge. Pre-Assessment - 212 students were included and 83% did not gain knowledge and 17% did gain knowledge Post-Assessment - 212 students were included and 11% did not gain knowledge and 89% did gain knowledge 	<ul style="list-style-type: none"> 88% of the students gained knowledge therefore, the objective was met 89% of the students gained knowledge therefore, the objective was met 89% of the students gained knowledge therefore, the objective was met
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<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about pre-requisites for the required courses in their major. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of students will gain knowledge about the pre-requisites for the required courses in their major. 	<ul style="list-style-type: none"> Pre-Assessment - 212 students were included and 76% did not gain knowledge and 24% did gain knowledge Post-Assessment - 212 students were included and 6% did not gain knowledge and 94% did gain knowledge 	<ul style="list-style-type: none"> 94% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about the general education courses required for their major. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about the general education courses required for their major. 	<ul style="list-style-type: none"> Pre-Assessment - 212 students were included and 88% did not gain knowledge and 12% did have knowledge Post-Assessment - 212 students were included and 8% did not gain knowledge and 92% did gain knowledge 	<ul style="list-style-type: none"> 92% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> At the end of 8th week, students will gain knowledge about the Satisfactory Academic Progress Policy of the college. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about the Satisfactory Academic Progress Policy. 	<ul style="list-style-type: none"> Pre-Assessment - 212 students were included and 78% did not gain knowledge and 22% did gain knowledge Post-Assessment - 212 students were included and 8% did not gain knowledge and 92% did gain knowledge 	<ul style="list-style-type: none"> 92% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> At the end of 8th week, students gain knowledge about the academic standard of PCC. 	<ul style="list-style-type: none"> Pre Assessment Post Assessment 	<ul style="list-style-type: none"> 85% of new students will gain knowledge about academic standard of the college. 	<ul style="list-style-type: none"> Pre-Assessment - 212 students were included and 61% did not gain knowledge and 39% did gain knowledge Post-Assessment - 212 students were included and 7% did not gain knowledge and 93% did gain knowledge 	<ul style="list-style-type: none"> 93% of the students gained knowledge therefore, the objective was met

<ul style="list-style-type: none"> ▪ At the end of 8th week, students will gain knowledge about Financial Aid Processes. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about Financial Aid Processes. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 212 students were included and 65% did not gain knowledge and 35% did gain knowledge ▪ Post-Assessment - 212 students were included and 7% did not gain knowledge and 93% did gain knowledge 	<ul style="list-style-type: none"> ▪ 93% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ At the end of 8th week, students gain knowledge about Time Management Skills. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about Time Management. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 212 students were included and 57% did not gain knowledge and 43% did gain knowledge ▪ Post-Assessment - 212 students were included and 5% did not gain knowledge and 95% did gain knowledge 	<ul style="list-style-type: none"> ▪ 95% of the students gained knowledge therefore, the objective was met
<ul style="list-style-type: none"> ▪ At the end of 8th week, students gain knowledge about Test Taking Skills. 	<ul style="list-style-type: none"> ▪ Pre Assessment ▪ Post Assessment 	<ul style="list-style-type: none"> ▪ 85% of new students will gain knowledge about Test Taking Skills. 	<ul style="list-style-type: none"> ▪ Pre-Assessment - 212 students were included and 79% did not gain knowledge and 21% did gain knowledge ▪ Post-Assessment - 212 students were included and 10% did not gain knowledge and 90% did gain knowledge 	<ul style="list-style-type: none"> ▪ 90% of the students gained knowledge therefore, the objective was met

GOALS/OBJECTIVES ASSESSMENT SUMMARY

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
Academic Advising unit is in the process of developing goals and objectives of the unit; the unit will complete the goals and objectives in summer 2014 and will begin its implementation in fall 2014.				

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
Director	FT	BA	Nov. 2005	See below for description of duties.
<ol style="list-style-type: none"> 1. Assure and maintain harmonious and pleasant accommodation recognizing the cultural differences in off island students and the distractions, pressures and stress of living away from home which need to be minimized if meaningful learning is to occur. 2. The incumbent through his/her Dormitory managers will be aware of student concerns and matters of misconduct and will ensure that corrective action is affected. Where a serious breach of dormitory rules and policies has occurred the Director will investigate, and where appropriate, may recommend suspension or dismissal of the offenders to the Dean of Students. 3. During orientation and regularly thereafter the incumbent will ensure that students are briefed and clearly understand their obligations and responsibilities while accommodated on campus. He/she will insist on a tight control in the maintenance of a clean, tidy and safe living environment by the Dormitory Managers/Resident Assistant and will institute a system of regular dormitory checks in addition to normal supervision including weekend and night observations, Any repairs or maintenance required in the dormitory areas will be requested with appropriate priority attached to health/hygiene situations 4. Coordination of leisure time activities is also the responsibility of the incumbent with encouragement and involvement in cultural or hobby based activities to provide a balance of lifestyle, stimulate new interests and engender positive, healthy, social and recreational development. 5. Many of these activities will naturally be handled outside normal College hours and for this reason it is imperative that the Director of Students Life appoint enthusiastic dedicated staff in these important positions and liaise closely with them to ensure that their role gains a level of practical support which will sustain their continued motivation and improvement of the students life on Campus. 6. The Director of Student Life is responsible for providing timely counseling of students the most effective of which will be initiated by the student him/herself. 7. He/she will plan and implement a counseling program designed to assist students with course, program and career selections and to achieve their educational and life goals at Palau Community College. 8. All facilities, environment, equipment and tolls used by his/her section must be conducive to provision of quality services and the incumbent is responsible for ensuring their maintenance, cleanliness, safety and the inventory security. 9. Assists in the protection of College assets by maintaining adequate controls on expenditure of Student Life budgets and implementing a system to ensure that all section equipment, resources and facilities are secured while unattended. 10. A challenge for the Director of Student Life is the provision of leadership and management control for staff whose hours of work and duties are frequently outside normal College hours and occasionally off campus. He/she will ensure that every staff member has clearly defined measurable directives and that individuals are provided with the necessary resources, training, personal development and encouragement to stimulate them to greater effort thus enhancing their job satisfaction, promo ability and rewards. 11. It is expected that the incumbent will take a full and active part in the promotion of excellence in every activity, service, or program he/she provides. He/she is challenged to continually identify innovative, more efficient, cost effective ways to satisfy the needs of students, staff and the community and to make recommendations for implementation of these 				

improvements.

12. Maintains a high level of morale, job satisfaction and performance output in the Student Life Section by providing consistent, positive, leadership and encouragement for staff under his/her control, ensuring they have clearly defined, achievable objectives and they receive appropriate personal development, recognition, rewards and promotional opportunities.
13. Other duties and responsibilities assigned by supervisor.

Counselor/Advisor	FT	BA	2006	See below for description of duties.
	FT	MA	2006	
	FT	BA	2011	
	FT	BA	2012	

1. This position requires Academic Advisor/Counselor to perform his/her duties with tact, diplomacy and absolute confidentiality.
2. The Academic Advisor/Counselor will meet with individual student to develop a rapport and gain trust and comfort of student in order to best advise and assist students in the completion of his/her education. She/he will meet and counsel individual students who are on academic/financial aid probation in providing needed services to improve in their academic progress.
3. Academic Advisor/Counselor will take part in the College New Student Orientation, Academic Advising and Registration, teaching Introduction to College (SS100), Conducting Academic Probation Session to PCC Dorm Residents, and other programs and activities of Student Life geared toward students' success.
4. The Academic Advisor/Counselor works very closely and maintains good communication with the College instructors in tracking students and their progress. She/he will assist student in locating support services available to best assist the student and serve hi/her needs.
5. Contributes to the provision of information and advising details on academic programs and requirements, financial aid eligibility and requirements and the college's available support services to students.
6. Ensures individual students receive quality Academic Advising/Counseling by conducting individual/group advising and/or counselling, recommending appropriate support service and assisting the student to progress and work toward completion.
7. Maintains a high level of morale, job satisfaction and performance output in his/her area of responsibility by providing consistent, positive leadership and encouragement for staff under his/her control ensuring that they have development, recognition, rewards and promotional opportunities.
8. Maintains an accurate academic record of assigned students that is updated every semester.
9. It is expected that the incumbent will take a full and active part in the promotion of excellence in every activity, service, or program he/she provides. He/she is challenged to continually identify innovative, more efficient, cost effective ways to satisfy the needs of students, staff and the community and to make recommendations for implementation of these improvements.
10. Other duties and responsibilities assigned by supervisor.

Administrative Assistant	FT	AS	Nov. 2010	See below for description of duties.
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1. The Administrative Assistant is frequently the first point of contact a customer has with the Unit and must present a positive image of efficiency, friendliness and an enthusiasm for satisfying the customer's needs.
2. The Administrative Assistant will organize and control all files and documentation flow through the office for his/her manager/s. He/she will ensure that he/she is aware of all meetings, program or activities which require the manager's attention and will take the initiative to prepare such documentation/files etc. and pass them to the manager prior to the meeting.
3. He/she opens and sorts all incoming correspondence and, as appropriate, will draft and type replies or covering letters where the matter does not require the manager's direct input e.g. Information request, acknowledgements, confirmation of dates, times etc. The Administrative Assistant will identify and record any deadlines required for response to incoming correspondence or from meeting minutes, telephone calls or other sources and will ensure that his/her manager is reminded of these deadlines in time for action to be taken.
4. As requested the Administrative Assistant will undertake research on behalf of the manager and prepare data or reports and may be required to collect and collate material for departmental reporting.
5. It is important that the incumbent determines the extent of involvement his/her manager wishes him/her to have in the daily management activities of the division. A clear understanding of the manager's expectations and the consequent levels of responsibility and authority must be agreed for the incumbent to be able to be 100% effective. Note the confidence a manager has in his/her Administrative Assistant's ability and integrity will determine the level of responsibility assigned to the

Administrative Assistant.

6. It is essential that the Administrative Assistant maintain absolute confidentiality of all material or information he/she is required to process. He/she will secure all files in her area of responsibility whenever they are unattended and will familiarize him/herself with the levels of access to confidential information approved for other division/agencies management so that there is no impediment to the smooth flow of necessary information.
7. Administrative Assistant duties include such tasks as organizing meetings and conferences, ensuring that all attendees receive the necessary briefing papers, arranging coffee, snacks, meals as required, handling all the logistics, facilities, equipment etc. He/she will make all travel arrangements for his/her manager and in some circumstances for other managers in the division.
8. It is expected that the Administrative Assistant will perform general clerical tasks in the course of his/her duties and will take the lead in providing assistance to other staff consistent with firstly achieving his/her own workload. Specific and routine clerical tasks will be assigned to the Administrative Assistant and become his/her responsibility. He/she also ensure the office/work area is clean, tidy and well organized and that copiers and other equipment are maintained in a fully serviceable state at all times.
9. A most important aspect of the role is the public relations element. The Administrative Assistant must at all times present a friendly, helpful and professional manner when dealing with both internal and external customers. He/she will accept the responsibility for prompt and accurate transfer of messages to and from his/her manager and will use his/her initiative in following up to achieve customer and College satisfaction.
10. Key to achieving top performance in this position is the verification of instructions from the manager and maintenance of an effective diary system for every pending, deadline or commitment. This includes maintaining duplicate appointments or notes any changes.
11. It is expected that the incumbent will take full and active part in the promotion of excellence in every activity, service, or program he/she provides. He/she is challenged to continually identify innovative, more efficient, cost effective ways to satisfy the needs of students, staff and the community and to make recommendations for implementations of these improvements.
12. Other duties and responsibility assigned by supervisor.

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

Yes, the number of personnel is adequate to support the service area.

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 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.

- o Basic Counseling Skills

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 facility 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.

Student Life Counseling/Advising Unit is in the process of developing its goals and objectives; the unit will complete the goals and objectives in summer 2014 and will begin its implementation in fall 2014.

3. Does the service area generate revenue?

The service area does not generate revenue.

SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

- The Student Life – Counseling/Advising staffs have assisted the Learning Resource Center in administering Placement Tests within the Palau high schools.
- The staffs have assisted the College’s Recruitment Team with the college’s recruitment program.
- The Student Life – Counseling/Advising staffs have assisted the Student Housing Unit in conducting its programs and activities such as Female and Male Retreats and End of the Semester Activities.

2. List and explain service area improvement needs.

Basic Counseling – Counselors/Advisors need to be trained and updated in the field of counseling.

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
Basic Counseling Skills Training	Training will allow Counselors to provide quality service to students.	-0-	Implementation should begin in summer 2014
Procure Copier Machine	At this time, the documents needing copies are either made available through other college offices or an outside printing company. The copier machine will serve the whole unit (Counseling/Advising, Student Housing & Recreation Offices).	\$3,299.00	Waiting for availability of funds
Develop Goals and Objectives as well as Assessment Tools	Results will be analyzed and used towards service area improvements.	-0-	Implementation should begin in fall 2014
First Aid/CPR Certification	The trainings will allow a Counselor/Advisor to be certified in case of emergencies.	\$190.00	Certified and renewed regularly (every two years)
American Counselors Association Membership	The association's membership will allow Counselors/Advisors to be updated on areas of counseling and advising and therefore, provide quality services to students.	\$3,000.00	Yearly membership
National Academic Advising Association (Institutional Membership)	The association's membership will allow Director to be updated on areas of counseling and advising and therefore, provide quality services to students.	\$660.00	Yearly membership

RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	None	-0-	None needed at this time.
Facilities	None	-0-	None needed at this time.
Equipment	Copier Machine	\$3,299.00	The equipment will be used to support the three service area; Counseling/Advising, Student Housing and Recreation Unit.
Supplies	Back Up, APC power	\$1,188.00	Consumable office supplies needed in a daily office operation to assure a quality service to students.
	Batteries	\$74.00	
	Binder Clip	\$77.00	
	Bookends	\$75.00	
	Broom	\$14.00	
	Chair	\$480.00	
	Cleaning products	\$385.00	
	Composition book	\$22.00	
	Computer printers	\$1,020.00	
	Copy paper	\$1,022.00	
	Electric Cord/surge protector	\$92.00	
	Correction Pen	\$105.00	
	Desk/Stand	\$785.00	
	Easel pad	\$105.00	
	Envelopes	\$20.00	
	File cabinet	\$1,575.00	
	File folder	\$875.00	
	File folder labels	\$50.00	
	Flash Drive	\$80.00	
	Glue/push pins/scissors	\$103.00	
	Ink cartridges	\$3,000.00	
	Marker/highlighter	\$60.00	
	Paper towels	\$110.00	
	Pencils/pen	\$138.00	
	Phones	\$150.00	
	Portfolio covers	\$64.00	
Post it pads/tapes	\$103.00		
Sorter	\$113.00		
Stapler/staples	\$48.00		
Trash Bins/Trash Bags	\$140.00		
Software	None	-0-	None needed at this time.
Training	o Basic Counseling Skills Training	-0-	The trainings and association memberships will allow Counselors/Advisors to be updated on areas of counseling and advising and therefore, provide

	<ul style="list-style-type: none"> ○ First Aid/CPR Certification ○ American Counselors Association Membership ○ National Academic Advising Association (Institutional Membership) 	<p>\$190.00</p> <p>\$3,000.00</p> <p>\$660.00</p>	quality services to students.
Other	None	-0-	None needed at this time.
Total		\$19,222.00	This is an estimated total cost of needed, equipment, supplies and trainings in order for the unit to operate daily and provide a quality service to the entire student body of the college.

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