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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-Recreation)**

#### Period of Three Year Review

**August 2010 – July 2013**

NAME/TITLE/SIGNATURES:

Completed by Director Hilda N. Reklai

Date 12/13/13

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Date 12/12/13

Received by Institutional Research Office on:	date	Name and Initial of receiving personnel
	<u>12/13/13</u>	<u>JS</u> 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:

The Recreation Office exists to provide co-curricular activities and athletics program to promote healthy lifestyles and foster leadership skills. The mission supports the overall college's mission by promoting student activities to boost their abilities to succeed not only in academic but also personal and social.

The Unit currently has a calendar of activities throughout the school year. It has scheduled intramural games such as basketball, volleyball, softball, billiard and table tennis tournaments that are planned and organized each semester for all students. It also organizes teams for national leagues such as Mesekiu Baseball, Mesekiu Basketball and Mesekiu Volleyball teams.

### TREND ANALYSIS:

The Recreation activities serves a wide variety of students of different ethnicity, background and lifestyles, namely; Chuuk, Kosrae, Pohnpei, Republic of the Marshall Islands, Republic of Palau Islands and Yap, Japan and the United States of America. The activities are namely, Intramural Basketball, Billiard, Softball, Table Tennis and Volleyball and Mesekiu Teams of Baseball, Softball and Volleyball. Due to the limited time during each semester, the office alternates the different activities every semester and managing to meet the needs of the students.

In SY2010-2011, the unit organized the following intramural and Mesekiu teams: Intramural Basketball Tournament - served a total of 326 students (duplicated head counts); Intramural Softball Tournament – 241(duplicated head counts); Mesekiu Basketball Team – 15 students; and Mesekiu Male and Co-Ed Volleyball team – 60 students.

In SY2011-2012, the unit organized the following intramural and Mesekiu teams: Intramural Basketball Tournament - served a total of 360 students (duplicated head counts); Intramural Billiard Tournament – 109 students (duplicated headcounts); Intramural Softball Tournament – 236 (duplicated head counts); Intramural Tennis Tournament – 81 students served (duplicated headcount); Mesekiu Basketball Team – 15 students; and Mesekiu Male and Co-Ed Volleyball team – 30 students. Recreation Office continues to open daily from 12:00 p.m. to 9:00 p.m. providing recreational games to students/staffs. For this school year, there were 10,950 students/staffs served (duplicated headcount)

In SY2012-2013, the unit organized the following intramural and Mesekiu teams: Intramural Billiard Tournament – 28 students (duplicated headcounts); Intramural Tennis Tournament – 25 students served (duplicated headcount); Mesekiu Baseball team – 25 students served; Mesekiu Basketball Team – 27 students; Mesekiu Female Volleyball team – 15 students served; and Mesekiu Male and Co-Ed Volleyball team – 15 students served. The office provided daily recreational games to 10,500 students/staffs (duplicated headcount)

The service area does not have existing Goals and Objective in place but continues to evaluate its service area and make changes to improve its services. In SY2010 – 2011, the unit continued assessing its service area. The results were reviewed during the service area staff meetings. The summary of the results were as follows:

- Most students agreed that Facilities were in good condition and were well maintained.
- The consensus was also in agreement that these facilities are safe and secure for their use.
- The survey also showed that majority of the students agreed that Recreation staff is outgoing and engaging. Moreover, they also agree that Staff has showed professionalism and were also responsive to their needs.
- More than half of the respondents Strongly Agree that participating in recreation activities has

improved their overall well-being.

- 84% said that recreation hours were not convenient for them.
- In general, students had given Good rating to service received and experience from Recreation Unit.

In SY2011 – 2012, the unit continued assessing its service area. The results were reviewed during the service area staff meetings. The summary of the results were as follows:

- A fair number of students agreed that Facilities were in good condition and were well maintained.
- A fair number of students also were in agreement that these facilities are safe and secure for their use.
- The survey also showed that a fair of the students agreed that Recreation staff is outgoing and engaging. Moreover, a fair number of them also agree that Staff has showed professionalism and were also responsive to their needs.
- A fair number of students agreed Strongly Agree that participating in recreation activities has improved their overall well-being.
- In general, a fair number of students agreed had given Good rating to service received and experience from Recreation Unit.

With the unit's overall results, it took the initiative to make some changes within its service area. The unit requested the maintenance unit to resurface the basketball court for safety purpose and improvement of services. The unit also requested that the volleyball court lightings be installed so that the students may be able to play volleyball at night.

With the fair rating on the staff's professionalism and despondence to the students' needs, it was agree that the staff will join the Basic Counseling Training. In doing so, the staff will be better equipped and able to respond to students' needs.

In SY2012 – 2013, the unit continued assessing its service area. The results were reviewed during the service area staff meetings. The summary of the results were as follows:

- Most students agreed that Facilities were in good condition and were well maintained.
- The consensus was also in agreement that these facilities are safe and secure for their use.
- The survey also showed that majority of the students agreed that Recreation staff is outgoing and engaging. Moreover, they also agree that Staff has showed professionalism and were also responsive to their needs.
- More than half of the respondents Strongly Agree that participating in recreation activities has improved their overall well-being.
- 84% said that recreation hours were not convenient for them.
- In general, students had given Good rating to service received and experience from Recreation Unit.

In SY2010-2011, the Recreation Office consisted of one Student Activity Supervisor and two Student Recreation Specialists. The unit has been very fortunate to have had additional supports that were made available through the College Work Study Students (CWS). There were 19 CWS working one-fourth time assisting the Recreation Staff during the SY2010-2011. In the SY2011-2012 there were 11 CWS and in the SY2012-2013 there were four CWS who worked one-fourth time assisting the Recreation Staff with the office's daily tasks. The office provided daily recreational games to 10,805 students/staffs (duplicated headcount).

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.

## GOALS/OBJECTIVE ASSESSMENTS:

The Recreation Office 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:

In the SY2010-2012, the unit has one Student Activity Supervisor who was hired in November 2001 who has a GED Diploma and is currently pursuing an Associate of Applied Science Degree here in the college and will be graduating in summer 2014. The unit also has two Recreation Specialists, one was hired in August 1986 who has an Associate of Arts Degree and the other was hired on August 2009 who has a certificate of achievement. In the SY2012-2013, the unit hired a new Recreation Specialist to replace the one who resigned due to relocation of his family. The newly hired Recreation Specialist holds an Associate of Applied Science Degree. The number of personnel at the present time is adequate to support the service area. The description of duties for the above personnel in the unit can be found under Appendix A, Personnel #1 on pages 7 -8.

## Professional Development Activities:

The Recreation Office 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. The Student Activity Supervisor has been enrolled full time here in the college pursuing his Associate of Applied Science Degree in Small Engine & Outboard Motor since fall 2011.

## Facilities and Equipment:

The Recreation Unit continues its need of maintaining its facilities to continue its uninterrupted services to student for the time being. The college basketball court needs to be resurfaced/repared due to cracks on its flooring. This will provide quality service and assure a students' safety when activities are delivered. The unit also has a need for the college's volleyball court to have its lightings repaired/replaced so that the activity may be able to take place in the evenings. Other than those, the unit is satisfied with its existing equipment and that it is adequate to support its service objectives. As the needed services to the student continue, it will continue to assess the strength and capabilities of its equipment and will be making procurements when necessary to provide quality service.

## Service Area's Strength and Improvement Needs:

Recreation staffs have continuously been assisting and supporting the entire college's students' field trips transportation, organization of programs held at the college cafeteria and other college activities. The office continues to provide support to the rest of the college to promote educational learning and activities. The Recreation Office has been supporting the Student Housing Office during the times that a Dorm Manager is on leave. The unit's staffs are also active members of the college committees. Such committees are the Graduation Committee and Charter Day Committee during this reporting period 2010 to 2013, are active members of the College Classified Staff Organization, and Staff Advisors for different College Student Organizations and /or Clubs.

## Evaluation of Previous Program Review Action Plans:

There were three action plans that resulted after the second cycle review. The first action plan was for professional development needs and they were one, First Aid/CPR Training and two, Emergency Management Training. The service area staff have been trained in First Aid/CPR and certified in May 2012. The Emergency Management Training is waiting for the College Emergency Committee to conduct the training.

The second action plan was to upgrade sports facilities namely, basketball and volleyball courts. Both of the sports facilities have been repaired during this reporting period but needs to be repaired again due to its regular usage that have caused the courts' wear and tear.

The third action was to provide intranet connection for the Recreation Office to provide better and faster communication between the service providers. This action plan has not been met due to funding of the project. The office will continue utilizing the available means of communication until such time when there is available college funds for the project.

#### Service Area Action Plan:

Based on the review, the Recreation Office will continue to maintain the following action plans: Professional Development – First Aid/CPR Course and Emergency Management Training in the third review cycle results and will work with the Human Resource Division and the Emergency Management Committee to ensure its implementation. The second action plan is to upgrade the sports facilities such as basketball and volleyball courts. The office will work closely with Business Office and Maintenance to assure that the action plan be met. The last action plan is to develop goals and objective for the service area. This action plan will be devised in summer 2014 and implemented in fall 2014.

#### 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 and the second action plans require funding and are noted in Appendix A, Service Action Plans, page 12

The third 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 Housing 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.

\*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 Recreation Unit provides co-curricular activities and athletics program to promote healthy lifestyles and foster leadership skills.

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

The unit's mission supports the overall college's mission by promoting student activities to boost their abilities to succeed not only in academic but also personal and social.

### TRENDS ANALYSIS

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

Services/Activities	Year 1	Year 2	Year 3
Intramural Basketball Tournament	326	360	0
Intramural Billiard Tournament	0	109	28
Intramural Softball Tournament - PCS Tournament	241	236	0
Intramural Table Tennis Tournament	0	81	25
Mesekiu Baseball Team	0	0	25
Mesekiu Basketball Team	15	15	27
Mesekiu Female Volleyball Team	0	0	15
Mesekiu Male/Co-Ed Volleyball Team	60	30	15
Recreational Games (Daily)	10,9050	10,500	10,805

2. Use data provided to indicate trends in staffing:

Staffing	Management Level	Professional Level	Classified Level	Student Workers
SY2010-2011			1 – Student Activity Supervisor 2 – Recreation Specialist	19 – ¼ Time
SY2011-2012			1 – Student Activity Supervisor 2 – Recreation Specialist	11 – ¼ Time
SY2012-2013			1 – Student Activity Supervisor 2 – Recreation Specialist	4 – ¼ Time

### GOALS/OBJECTIVES ASSESSMENT SUMMARY

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
Recreation Office 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.				

### 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
Student Activity Supervisor	FT	GED	Nov. 2001	See job description below.

#### **DUTIES & RESPONSIBILITIES:**

1. To create sound baseball program at PCC that can compete in the Palau Major League and other local and/or regional competition to enable those talented players to attain admissions to other colleges and universities on baseball scholarships.
2. To conduct training as appropriate that will enable the players to achieve their full potential in playing the game and/or to gain better understanding and appreciation of the game.
3. To serve as coach and manager of the PCC baseball team and to ensure that the team and individual players are prepared to play in every game and will represent the college interest during each game and/or team activities and to uphold good code of conduct as players and students.
4. To secure all supplies, material, and equipment for the team including uniforms and to maintain high level of moral for the team and to provide consistent positive leadership and encouragement for the players and support staff.
5. To ensure protection and maintenance of all team equipment, materials and supplies and other assets belonging to the team that was purchased by the college or donated to the college.
6. To assist in the promotion and continuous education of the players by careful and regular review of players' academic records and consulting with counselors, advisors and faculty to determine appropriate action to ensure players succeed in completing their education at PCC.



7. To supervise the Recreation Specialists in their daily duties.
8. Responsible in ordering of office supplies and equipment needed at the Recreation Office and maintain an updated inventory of Recreation equipment and supplies.
9. To assist in the implementation of programs and activities of the Student Life and Housing Unit.
10. Contributes to the achievement of well balanced and stimulating recreational opportunities for students by supervising their participation in community projects and coordinating and supervising such activities as arts and crafts, hobbies, social events and cultural events.
11. Ensures continued availability of recreational equipment and facilitates by attending to their issue and return. Maintaining them in a clean, serviceable condition and checking that they are secured while not in use or unattended.
12. Contributes to the continued improvement of recreational activities for college Students by actively participating in the planning and coordination of these events and making innovative recommendation.
13. Assist the promotion and maintenance of a continuous improvement process for the college by careful and regular review of every activity in his/her area of responsibility and by recommending changes to policies, procedures, methods etc., which will enhance overall performances and customer services.
14. Other duties and responsibilities as assigned by supervisor.

Recreation Specialist	FT	Associate of Arts	June 2006	See job description below.
Recreation Specialist	FT	Certificate of Accomplishment	Oct. 2010	

**DUTIES & RESPONSIBILITIES:**

1. The Student Activities Specialist is responsible for the management and implementation of both indoor and outdoor recreational activities for College students with a particular but not exclusive) focus on residents of the dormitory accommodation.
2. He/she will ascertain interest and organize sporting activities both individual and team oriented and will assist students to train and improve their skills and enhance their physical fitness.
3. The incumbent instructs in Physical Education and will control and supervise the issue and return of recreational equipment. He/she also coordinates the maintenance of the recreational facilities and ensures equipment is sustained in a safe, clean and orderly condition. He/she will comply with the National Intramural Recreational Sports Association standards. Additionally the Student Activities Specialist will recommend, encourage and facilitate participation in as wide a range of arts and crafts or hobby activities as possible to meet student needs. He/she is responsible for the coordination and supervision of students during their involvement in community projects and will ensure that their conduct and performance reflects a positive public image both for themselves and as representatives of their College.
4. As an integral part of the recreation process he/she will plan and conduct a variety of survival skills programs as directed by the Student Activities Supervisor.
5. On occasion the Student Activities Specialist will be called on to operate a Palau community College vehicle to transport students to/from a recreational or club activity and will ensure that this responsibility is carried out with particular care and safe practice.
6. In order to measure participation, interest, safety and to enable future recreational planning processes the Recreational Specialist will maintain and submit reports of attendance at all activities together with any incidents, injuries and game or activity results to Student Activity Supervisor.
7. It is expected at all times that the Student Activities Specialist will exhibit and encourage leadership qualities, team spirit, and be a role model for students under his/her supervision. The Recreation Specialist will work very closely with Dormitory Managers in respect to all recreational activities.
8. 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.
9. Other duties and responsibilities assigned by supervisor.

Student Activity Supervisor	FT	GED	Nov. 2001	Job description is the same as the above.
Recreation Specialist	FT	Associate of Arts	June 2006	Job description is the same as the above.
Recreation Specialist	FT	Certificate of Accomplishment	Oct. 2010	
Student Activity Supervisor	FT	GED	Nov. 2001	Job description is the same as the above.
Recreation Specialist	FT	Associate of Arts	June 2006	Job description is the same as the above.
Recreation Specialist	FT	Associate of Applied Science	July 2012	

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 required 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.

- Certified in First Aid/CPR
- Umpire's Clinic
- Basketball, Volleyball, Baseball Coaching Clinics

## 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.

- Basketball Court needs to be repaired/resurfaced.
- Volleyball Court Lights need to be repaired/replaced.

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.

The available equipment is adequate to support service area. Recreation Unit is in the process of developing its goals and objectives; the unit will complete the goals and objectives in spring 2014 and will begin its implementation in summer 2014.

3. Does the service area generate revenue?

The service area does not generate revenue.

## EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans

<b>ACTION PLANS</b> Activity/Objectives	<b>STATUS</b> Complete/Ongoing/ Incomplete	<b>EXPLANATION</b>
First Aid/CPR Training	Completed on May 2012	Will continue to certify staffs regularly.
Emergency Management Training	Ongoing	Staffs have been certified in First Aid/CPR and now awaiting the college's Emergency Management Committee to further train.
Resurface Basketball Court	Ongoing	Awaiting college's availability of funds.
Upgrade volleyball Court	Ongoing	Awaiting college's availability of funds.
Provide Intranet Connection	Ongoing	Awaiting college's availability of funds.

## SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

- Recreation staffs have continuously been assisting and supporting the entire college's students' field trips transportation, organization of programs held at the college cafeteria and other college activities.
- 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 such as, the College Graduation Committee, College Charter Day Committee, and are active members of the College Classified Staff Organization, and Staff Advisors for different College Student Organizations and/or Clubs.
- Recreation staffs work closely with Student Housing staff and beyond their regular working hours to assure quality service to student residents during their activities/program such as the retreats and end of semester activities.
- The staffs regularly fill in to the Student Housing Staff schedule whenever one needs to be on leave.

2. List and explain service area improvement needs.

- Basketball Court needs to be repaired/resurfaced.
- Volleyball Court Lights need to be repaired/replaced.

## 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
Develop Goals and Objectives as well as assessment tools.	Results will be analyzed and be used to make service area improvements.	-0-	Implementation should begin in fall 2014.
First Aid/CPR Training	This training will allow Student Recreation Staffs to provide better services to student participants.	\$1,000.00	Summer 2014.
Resurface Basketball Court	This will assure quality service and delivered in a safe manner.	\$8,000.00	Summer 2014

Upgrade volleyball Court	This will assure quality service and delivered in a safe manner.	\$600.00	Spring 2014
Provide Intranet Connection	This will allow Recreation Staffs to have a better faster communication within the college and in turn, provide quality services to students	\$	Awaiting availability of funds.

## RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel			
Facilities	Resurface Basketball Court	\$8,000.00	Basketball Court has cracks on its flooring and is not safe for players. It has been patched but cracked again. In doing so, it will assure quality service and delivered in a safe manner.
	Upgrade volleyball Court	\$600.00	Replace lighting system at the volleyball court to allow students to play the game in the evening.
Equipment	Provide Intranet Connection		At this time, there is no internet communication between the main campus and the Recreation Office. To install the connection will allow Recreation Staffs to have a better faster communication within the college and in turn, provide quality services to students
Supplies	Mesekiu Baseball Equipment	\$ 3,140.00	Baseball Equipment
	Gloves	\$ 505.45	Softball Equipment
	Softballs	\$ 50.00	
	Bats	\$ 800.00	
	Score Sheet	\$ 6.00	
	Other Needed Supplies	\$ 2,860.00	
	Uniform	\$ 150.00	
	Basketball	\$ 300.00	Basketball Equipment
	Net	\$ 220.00	
	Uniform	\$ 600.00	
	Volleyball Balls	\$ 130.00	Volleyball Equipment
	Tennis Balls	\$ 35.00	Table Tennis Equipment
	Paddles	\$ 75.00	
	Table Tennis Set	\$ 90.00	
	Foosball Board	\$ 1,000.00	
Flash Drive	\$ 30.00	Office Supplies	

	Computer Ink Cartridge	\$ 2,500.00	
	Printer Paper	\$ 200.00	
	Easel Pad	\$ 235.00	
	Trash Bag	\$ 250.00	
	Glue	\$ 100.00	
	Office Chair	\$ 550.00	
	Pen/Pencil	\$ 100.00	
Software	Non needed		
Training	First Aid/CPR Training	\$1,000.00	Staffs need to be refreshed and renew their certification in First Aid/CPR in order for them to provide services and assure students safety.
Other			
Total		\$20,100.00	This is an estimated total cost of needed personnel, equipment, supplies and trainings in order for the unit to operate daily and provide a quality service to residents as well as the entire student body and staff 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**