



“We Strive to Guarantee Quality

and Excellence”

Palau Community College is an accessible comprehensive 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.

**T1 - Instructional Programs
(Academic Degree & Certificate Programs)**

Three Year Program Review

Degree / Certificate Program

OA PROGRAM

Period of Three Year Review

Fall 2018 – Summer 2021

Program Review Completed By:

Name	Title	Signature	Date
Danka Ledgerwood	OA Program Chair		5-2-22

Program Review Certified By:

Name	Title	Signature	Date
Deikola Olikong	Dean of Academic Affairs		5-2-22

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

Name	Title	Signature	Date
Ligaya T. Sara	Institutional Researcher		5-2-2022

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 Program Review:

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. Examples are in **green**, remove when you start writing.
3. Submit completed and signed Program Review in both hard copy and electronic copy format to the Institutional Research & Evaluation Office.
4. Required supporting documents must be included during submission.

Appendix A: CLOs – PLOs – ILOs Mapping (e-copy only)

Appendix B: Most Updated & Approved Outlines within this cycle (e-copy only)

Appendix C: Most Updated Program Modification with PLOs within this cycle (e-copy only)

Appendix D: FAMED grid of all course assessment data within review cycle
(e-copy only)

5. Be sure to keep both hard and electronic copies for your file.

Note: Other college plans may include the 15-Year Institutional Master Plan, the 5-Year Technology Plan, Institutional Learning Outcomes, Institutional-Set Standards for Student Achievement, or other plans, such as an approved department plan or committee plan.

I. Academic Degree Program Purpose (Program Description) and Relationship to the College Mission

1. State the purpose of this academic degree program below.

Purpose of OA Program is to provide students with technical knowledge, skills and proper work habits/attitudes necessary for employment in this field. The program prepares students to work and advance in entry level and intermediate positions such as clerks, receptionists, and secretaries. It prepare administrative workers/assistants to the work place, for private firms and also for Palau National Government and 16 states in Palau and also all in Micronesia to help to cope with the work in their offices.

There was increase of new businesses and increase number of visitors to Palau in 2013 up to 100,000 and in 2014 up to 165,000 and in 2015 there was another jump up to 165,000 visitors but in 2018 went down to 120,000 and still was need for the admin workers to enter the work force. Usually when there is a boom of businesses and visitors there is not so much enrolled students.

In Fall 2018 there was increase of OA Students up to 14 as well as in 2019 up to 18 students. In 2020 covid19 happened and Republic of Palau went to “voluntary lock down”. There were no or almost no flights to bring students from abroad and no flights for students to leave either so those students who were here in Palau they stayed and continued in the Fall 2020, Spring 2021 and Summer 2021.

Because of the voluntary “lock down”, all instructors at PPC including OA Program instructors had chance to start and create in very short time hybrid courses for Spring 2020 and started to prepare more hybrid courses in the Fall 2020, Spring 2021. OA Program has almost all hybrid and 1 course is online.

2. How is the academic degree program supporting the overall mission of the College?

OA Program is supporting overall mission of the Palau Community College. This mission is that PCC 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.”

The OA Program follow Mission Statement of PCC because all students from Palau and whole Micronesia region have access to choose OA Program at PCC and have chance to develop their personal excellence as well as serve to empower graduates with the knowledge - OA Program knowledge and skills are very important to the Republic of Palau and all states of Federated States of Micronesia economies.

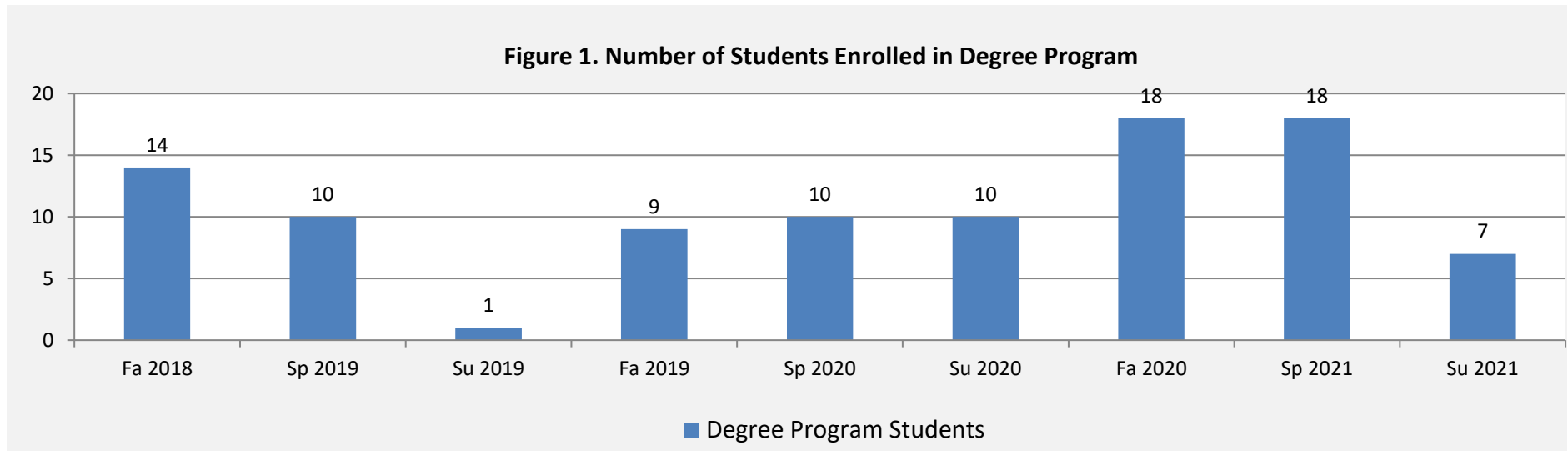
3. Provide a brief history of this academic degree program below. Include the updates of major changes and accomplishments since the last review.

On the beginning there was need to get qualified work force for Tax Office and other offices of states and national government in Palau. This is still true – there is still need for work force as well as for the private sector. Over years, different nationality students like from Yap, Chuuk, Pohnopei, Kosrae, Marshals, Saipen and even Guam have been taking this OA Program and they did well and graduated. Many of them returned to their home countries or continue to get their higher degree in Guam, Hawaii or USA main land. Many of the graduates hold positions in Palau.

In 2018/2019 there were prepared Course Outlines of new courses OA105 – Customer Service, OA 110-Introduction to Office Skills and OA165 – Workplace Ethics and Conduct, and OA220 – Administrative & Office Management which were approved by CPC in Spring 2020 and PCC has started to offer them in Fall 2020, Spring 2021. OA Program is prepared to get students to higher level and graduates will be able to be not only be receptionist, assistants, administrative workers and Filing Systems Managers but also Office Managers with high ethical standards.

II. Program Data

Degree Program Students – Number of Students Enrolled in this Degree Program



Provide summary of Figure 1 including its trends analysis.

From Fall 2018 data shows that from 14 in Fall 2018 went down to 10 in Spring 2019 and summer 2019 only 1 student enrolled. In Fall 2019 there were 9 students enrolled and small increase in Spring 2020 up to 10, but Summer 2020 there was a huge increase of students up to 10 compare the Summer 2019 and also Fall 2020 was a big increase of students up to 18 and also Spring 2021 there were 18 students and Summer 7 students. The covid19 situation help enrollment of all students who were in Palau to continue and also new students enrolled into the OA Program courses during pandemic.

Program Courses Data
(Course Completion Data of Program Students in each Program Course)

You may insert more rows as needed

Table 1a. Course Completion of Program Courses (Fall)

FA 2018					FA 2019					FA 2020				
<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled
OA112	1	0	1	2	OA112	2	0	0	2	OA105	6	0	1	7
OA210	4	0	0	4	OA210	1	0	0	1	OA110	6	0	1	7
OA211	1	0	1	2	OA211	1		2	3	OA112	9	0	1	10
										OA210	3	0	0	3
										OA211	3	0	1	4

Table 1b. Course Completion of Program Courses (Spring)

SP 2019					SP 2020					SP 2021				
<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled
OA221	2	0	0	2	-				-	OA105	4	0	1	5
OA222	4	0	0	4						OA165	5	0	0	5
										OA221	4	0	1	5

Table 1c. Course Completion of Program Courses (Summer)

SU 2019					SU 2020					SU 2021				
<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled
-				-	OA222	1	0	0	1	OA222	1	0	0	1

Provide summary of Tables 1a, 1b & 1c including its trends analysis.

1a)
 OA112:
 In Fall 2018 Semester there was 1 student who passed the class out of 2 who enrolled, there was 1 withdrawal. In Fall 2019 there was the same number of students (2) who enrolled and both passed which means 50% increase. There was no withdrawal.
 In Fall 2020 there was big increase to compare 2 previous Fall Semesters - there were 10 students who enrolled only 1 withdraw and 9 passed – also very big increase of those who passed.

OA210
 In Fall 2018 there were 4 students enrolled and no withdrawal and all 100% passed the class,
 In Fall 2019 there was decrease to 1 student who enrolled and also passed (100% of students), no withdrawal,
 In Fall 2020 there was increase of students up to 3 who enrolled and also all 100% students passed the class, no withdrawal.

OA211:
 In Fall 2018 there were 2 students who enrolled and 1 withdrawal and 1 student passed
 Fall 2019 there were 3 student – small increase and 2 students withdraw (big increase to compare with Fall 2018) and 1 student passed
 In Fall 2020 there was again small increase in enrollment up to 4 students and only 1 withdrawal and 3 passed which was a small increase to compare with previous Fall Semesters

OA105 was previous TH115 and to improve the OA Program we created OA105 which was first time offered in Fall2020.

In Fall 2020 this course is new for the OA Program and fist time offered and 7 students enrolled and 6 passed only 1 withdraw.

OA110 – This course is new and first time offered in Fall 2020 and there were 6 students who passed the class out of 7 who enrolled and only 1 withdraw.

2b)

OA221:

Spring 2019 there were 2 students who enrolled and all passed the class

Spring 2020 there was no students to enroll for this class

Spring 2021 there were 5 students and 1 withdraw and 4 passed which is big increase to compare previous

Spring Semesters

OA105

Spring 2019 and Spring 2020 there were no students to take this class because it was TH115 and it is not part of this OA Program Evaluation. But In spring 2021 there were 5 students who enrolled and 1 withdraw and 4 passed this class We will see the trend in next 3 year evaluation cycle

OA 165 – This is another new course for OA Program and it was offered first time in Spring 2021

And 5 students enrolled and all 5 have passed this class. So we can see the trend in next 3 years cycle to compare.

1c)

OA222

In summer 2019 and Spring 2020 there was no student to enroll

In Summer 2020 there was 100% increase up to 1 student and in Summer 2021 there was 200% up to 2 students enrolled and also who passed the class. There was no withdrawal at all.

Program Courses Data
Course Completion Data of ALL Students in each Program Course
(Does not apply for LA and SD Programs)

You may insert more rows as needed

Table 2a. Course Completion of Program Courses (Fall)

FA 2018					FA 2019					FA 2020				
<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled
OA112	3	0	1	4	OA112	2	0	0	2	OA112	11	0	1	12
OA210	4	0	0	4	OA201	1	0	0	1	OA210	3	0	0	3
OA211	8	0	7	15	OA211	21	1	8	30	OA211	17	0	4	21
										OA105	13	0	3	16
										OA110	6	0	1	7

Table 2b. Course Completion of Program Courses (Spring)

SP 2019					SP 2020					SP 2021				
<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled
OA221	2	0	0	2	-				-	OA105	15	0	3	18
OA222	4	0	0	4						OA165	10	0	1	11
										OA221	4	0	1	5

Table 2c. Course Completion of Program Courses (Summer)

SU 2019					SU 2020					SU 2021				
<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled	<u>Course</u>	Passed	Failed	Withdraw	Enrolled
-				-	OA222	1	0	0	1	OA222	2	0	0	2

Provide summary of Tables 2a, 2b & 2c including its trends analysis.

2a)
 OA112 –
 Fall 2018 There were 3 students who passed the class out of 4 who enrolled and 1 withdrawal.
 Fall 2019 there was 2 students (100%) who passed and no withdrawal and Fall 2020 there was big increase: 11 students out of 12 who passed and only 1 withdrawal.
 Fall 2020 there was a big increase and there were 12 students who enrolled and 11 passed the class only 1 withdrawal

OA210
 In Fall 2018 there was 4 students who enrolled and all 100% passed,
 In Fall 2019 there was decrease up to only 1 student who passed the class
 In Fall 2020 there were increase up to 3 students and all passed this class.

OA211
 In Fall 2018 There was big increase up to 15 to enroll but 7 withdraw and 8 passed.
 In Fall 2019 there was a big increase of 30 students (2 sections) and 8 withdrawals and 21 passed – also increase in that.
 In Fall 2020 there was decrease up to 21 students who enrolled and only 4 withdraw and 17 passed.
 In Fall 2020 OA105 was offered first time (before that it was TH115) and 16 students enrolled and 13 passed – 3 withdraw

2b)
 OA221

Spring 2019 there were 2 students who enrolled and all 100% passed,
There was no change in number of students when we compare previous 3 year cycle (in Spring Semester 2018)

Spring 2020 there was drop to 0 students and in Spring 2021 there was big increase up to 4 students who passed out of 5 who enrolled so 1 student withdraw

OA222

In Spring 2019 there were 4 students who enrolled and all 4 passed, no withdrawal. There was the same number in previous cycle in Spring 2018.

In Spring 2020 there was a drop to 0 = there was no student who enrolled.

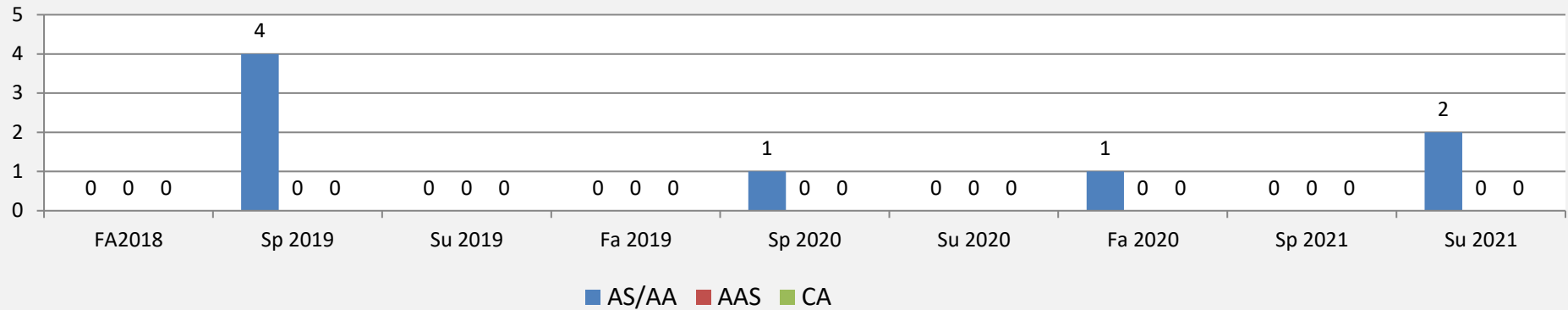
Spring 2021 there was a big increase up to 4 who passed the class out of 5 who enrolled and there was 1 withdrawal.

2c)

Summer 2019 – no students enrolled so when we compare with the previous cycle in Summer 2018 there were 2 students.

In Summer 2020 there was increase (100%) up to 1 student who enrolled and passed and another increase 200% up to 2 students who enrolled and passed. No withdrawal.

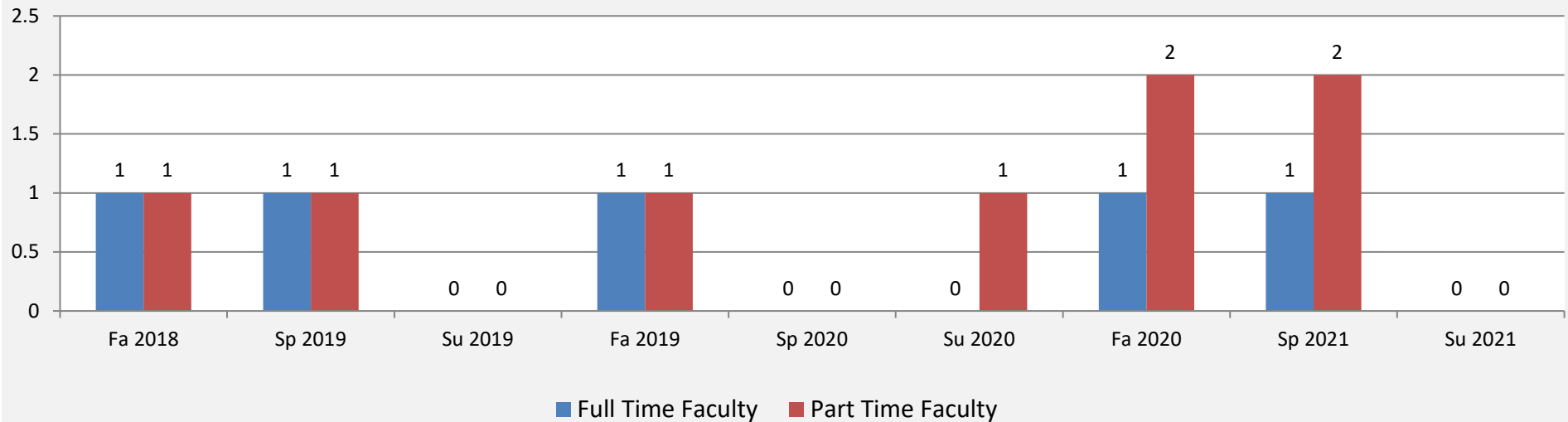
Figure 2. Number of Graduates



Provide summary of Figure 2 including its trends analysis.

Spring 2019 there were 4 graduates and in Spring 2020 there was decrease up to only one (1) graduate and in Spring 2021 there was a decrease again to no graduate.

Figure 3. Faculty Head Count



Provide summary of Figure 5 including its trends analysis.

OA Program is a small program and only 1 full time and 1 or 2 part time instructors have handled all classes depends on the need like Fall 2018 there was only 1 full time and 1 part time as well as Spring 2019 and Fall 2019. During Summer 2019, Spring 2020 and Summer 2021 there were no classes because of no enrollment. In Summer 2020 there was only 1 part time instructor and in Fall 2020 and Spring 2021 there was 1 full time and 2 part time because of the enrollment went up.

III. Student Learning and Curriculum

School Year	How many program courses are there? (refer to catalog or recent approval by CPC)	% of courses with Identified CLOs	List all revised program courses outlines or proposed new courses that received CPC approval within this review cycle	% of PLOs aligned with ILOs
OA112		CLO1-5		Yes
OA210		CLO1-3		Yes
OA221		CLO1-5		Yes
OA211		CLO1-2		Yes
OA222		CLO1-4		Yes
OA105		CLO1-4	New course created from TH115-Fist time offered in Fall 2020	Yes
OA110			New course offered first time in Fall 2020	Yes
OA165		CLO1-3	New course offered first time SP 2021	Yes
OA220		CLO1-3	New course will be offered in SP2022	yes

Provide Summary of Student Learning and Curriculum in the box below. Summary should include reasons for course revisions and course proposals. If any course and/or the degree or the certificate program went through the validity process, include the information here.

OA Program is a small program at PCC and has a big impact because we can train student to be good & professional admin workers and be very valuable for the work force. When we were preparing the new courses to improve OA Program, we wanted to prepare courses which will prepare students better for the work force in Palau and in this Micronesia Region by providing more & deeper understanding what an office administrative professional should know so we have created few more courses to make the program stronger and more professional.

We have created new course which for first year OA Program Students: OA110 - Introduction to Office Sills, to make sure students will learn to use proper keyboarding techniques and learn different skills which office professional will need to be accurate and efficient. We have also created OA165 – Workplace Ethics and Conduct. This course offers students better and deeper understanding of the Ethics and its importance in the office space as well as laws related to the work place. It doesn't matter if private, state or at the national government, students will be ready to take second year classes with better skills and understanding. This course is offered to all Business School Students those with IT, TH, BU and BA Major as well. We believe it is important course for students to fully understand the Ethics in the work place. We also have created OA220 Administrative & Office Management for all who will be graduating OA Program to learn and be one day proper office managers.

We have created OA105 Customer Service based on the TH115. This course offers broader understanding of the customer service in office environment. This course is also offered to all students from the School of Business at PCC.

All new courses are important for OA Program and we believe that OA Program will be stronger and more valuable for all students.

OA110 was offered first time in Spring 2021 as well as OA165.

OA220 was offered in Spring 2021 but because it has prerequisite OA165 no student was able to enrolled in Spring 2021 so it was offered in Spring 2022 for those who has passed OA165 and it will be part of next 3-years -evaluation cycle.

Courses OA210, OA165 and OA110 have no text book but use Instructional Materials. We hope to create a booklet in the future. All Instructional Materials need to be tested for at least 3 or more semesters in order to create proper booklet.

OA165 was traditional and has ambition to be hybrid.

OA220 was offered as a traditional course and has OER for students to use. In Spring 2022 there is a plan to be offered as a hybrid course.

The future trend is to create all OA Program Classes as hybrid classes more flexibility for students to work and as well to have opportunity to be students at PCC or if covid19 or other pandemic might hit we will be able to communicate with hybrid course and “in-person-classes” can be conducted via Zoom Meetings.

2019. Χουρσε Ασσεσμεντ Δατα

Semester Assessed	Course Assessed	CLO-PLO-ILO Mapping	Results of Assessments
Fall 2018	OA112	CLO 1–PLO 1-5-ILOs 1-5 CLO 2–PLO 1-5-ILOs 1-5 CLO 3–PLO 1-5-ILOs 1-5 CLO 4–PLO 1-5-ILOs 1-5	CLO 1: 100% of students assessed performed at the proficiency level. CLO 2: 100% of students assessed performed at the proficiency level. CLO 3: 100% of students assessed performed at the proficiency level. CLO 4: 100% of students assessed performed at the proficiency level.
Fall 2018	OA210	CLO1-PLO1-4 CLO2-PLO 1-4 CLO3*PLO1-4	CLO1: 100% of students assessed performed at the proficiency level
Fall 2019	OA112	CLO 1–PLO 3,4,5-ILOs 1-5 CLO 2–PLO 3,4-ILOs 1-5 CLO 3–PLO 3,4-ILOs 1 to 5 CLO 4–PLO 3,4-ILOs 1 to 5	CLO 1: 100% of students assessed performed at the proficiency level. CLO 2: 100% of students assessed performed at the proficiency level. CLO 3: 100% of students assessed performed at the proficiency level. CLO 4: 100% of students assessed performed at the proficiency level.

Year 1: School Year Fall 2018/Summer 2019

Semesters	Course	CLO-PLO-ILO Mapping	Results of Assessments
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Assessed	Assessed		
<u>FA2018</u>	OA112	CLO 1–PLO 1-5-ILOs 1-5 CLO 2–PLO 1-5-ILOs 1-5 CLO 3–PLO 1-5-ILOs 1-5 CLO 4–PLO 1-5-ILOs 1-5	CLO 1: 100% of students assessed performed at the proficiency level. CLO 2: 100% of students assessed performed at the proficiency level. CLO 3: 100% of students assessed performed at the proficiency level. CLO 4: 100% of students assessed performed at the proficiency level.
Fall 2018	OA210	CLO1-PLO1-4-ILOs1-5 CLO2-PLO 1-4-ILOs1-5 CLO3*PLO1-4-ILOs 1-5	CLO1: 100% of students assessed performed at the proficiency level CLO 2: 100% of students assessed performed at the proficiency level. CLO 3: 100% of students assessed performed at the proficiency level.
Fall2018	OA211	CLO1-PLO1,2,4-ILO1-5 CLO2-PLO 1,2,4-ILOs 1-5	CLO1: 100% of students assessed performed at the proficiency level CLO 2: 100% of students assessed performed at the proficiency level.
Spring 2019	OA221	CLO 1-PLO1,4,5- ILOs1-5 CLO2, PLO2, ILOs1-5 CLO3-PLO4-ILO1-5 CLO4-PLO1-5 CLO5-PLO1,2,3-ILOs1-5	CLO 1: 100% of students assessed performed at the proficiency level. CLO 2: 100% of students assessed performed at the proficiency level. CLO 3: 100% of students assessed performed at the proficiency level. CLO 4: 100% of students assessed performed at the proficiency level. CLO5: 100%of students assessed performed at the proficiency level
Summer 2019	No course offered	-	-

Year 2: School Year Fall 2019/Summer2020

Semester Assessed	Course Assessed	CLO-PLO-ILO Mapping	Results of Assessments
<u>Fall2019</u>	OA112	CLO 1–PLO 3,4,5-ILOs 1-5 CLO 2–PLO 3,4-ILOs 1-5 CLO 3–PLO 3,4-ILOs 1 to 5 CLO 4–PLO 3,4-ILOs 1 to 5	CLO 1: 100% of students assessed performed at the proficiency level. CLO 2: 100% of students assessed performed at the proficiency level. CLO 3: 100% of students assessed performed at the proficiency level. CLO 4: 100% of students assessed performed at the proficiency level.
	OA210	CLO1-PLO1-4-ILOs1-5 CLO2-PLO 1-4-ILOs1-5 CLO3*PLO1-4-ILOs 1-5	CLO1: 100% of students assessed performed at the proficiency level CLO 2: 100% of students assessed performed at the proficiency level.

			CLO 3: 100% of students assessed performed at the proficiency level.
	OA211	CLO1-PLO1,2,4-ILO1-5 CLO2-PLO 1,2,4-ILOs 1-5	CLO1: 95.45% of students assessed performed at the proficiency level CLO 2: 78.26% of students assessed performed at the proficiency level.
Spring2020	-	-	- No classes
Summer 2020	OA222	CLO1-PLO1-2-ILO1-5 CLO2-PLO1-5-ILO1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level

Year 3: School Year Fall 2020/ Summer2021

Semester Assessed	Course Assessed	CLO-PLO-ILO Mapping	Results of Assessments
Fall2020	OA105	CLO1- PLO1-2-ILO1-4 CLO2-PLO1-3-ILO1-4 CLO3- PLO1-2-ILO1-4 CLO4-PLO1-2 – ILO1-4	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level CLO3: 100% of students assessed performed at the proficiency level CLO4: 100% of students assessed performed at the proficiency level
Fall 2020	OA110	CLO1- PLO1-2-ILO1-4 CLO2- PLO1-2-ILO1-4 CLO3- PLO1-2-ILO1-4	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level CLO3: 100% of students assessed performed at the proficiency level
Fall2020	OA112	CLO 1–PLO 1-5-ILOs 1-5 CLO 2–PLO 1-5-ILOs 1-5 CLO 3–PLO 1-5-ILOs 1-5 CLO 4–PLO 1-5-ILOs 1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level CLO3: 100% of students assessed performed at the proficiency level CLO4: 100% of students assessed performed at the proficiency level
Fall2020	OA210	CLO1-PLO1-4-ILOs1-5 CLO2-PLO 1-4-ILOs1-5 CLO3*PLO1-4-ILOs 1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level CLO3: 100% of students assessed performed at the proficiency level
Fall2020	OA211	CLO1-PLO1,2,4-ILO1-5 CLO2-PLO 1,2,4-ILO1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level

Fall2020	OA222	CLO1-PLO1,2,4-ILO1-5 CLO2-PLO 1,2,4-ILO1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level
Spring2021	OA105		Assessment once a year – only in Fall
Spring2021	OA1165	CLO1-PLO1,4,5ILO1-5 CLO2-PLO2ILO1-5 CLO3-PLO2-ILO1-5 CLO4-PLO1-ILO1-5 CLO5-PLO1,3,5-ILO1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level CLO3: 100% of students assessed performed at the proficiency level CLO4: 100% of students assessed performed at the proficiency level CLO5: 100% of students assessed performed at the proficiency level
Summer2021	OA222	CLO1-PLO1-2-ILO1-5 CLO2-PLO1-5-ILO1-5	CLO1: 100% of students assessed performed at the proficiency level CLO2: 100% of students assessed performed at the proficiency level

Provide Summary of Course Assessment Data with analysis results in the box below. Summary should include how assessment results have led to improvement of course and program learning outcomes, student learning and student achievement.

OA Program is a small program and now has more classes which we just started to offer so we need more time to see the difference. Based on the oral feedback from the students they like to opportunity to learn the proper keyboarding, ergonomics, and all other topics in OA110. They appreciate very much another new class OA165 where they can learn about ethics and ethical behaviors in the work place no matter if it is private, state or national government. Even though OA Program is a small one, instructors are very professional, they can and do commit and motivate students well and students can be motivated to do courses and have very good results. Not all students are like that but usually those who really care they come to the evaluation and take each CLO rubric very seriously so the results are very good. Only sometimes goes a little bit down.

V. Program Learning Outcomes (PLOs) Assessment

Year Assessed	PLO Assessed	Proficiency Levels	5Results of Assessments (Do not combine PLO results; report individual PLO result.)
Year 2018-2019	OA – PLO 1	OA211 CLO1,2 -100% OA210CLO 1,2,3 100% OA112 CLO 1-5-100% OA221CLO1,4,5-100% OA222CLO1,2-100%	100% of students assessed performed at the proficiency level. The expected outcome of 70% was met. OA program will continue to offer program courses as they are, continue to assess the program courses, and will make any changes when need arise. Changes and implementation will continue to be based on course assessment results and data.
	OA PLO2	OA211 CLO1,2 -100% OA210CLO 1,2,3-100% OA112 CLO 1-5-100% OA221CLO2,3-100%	100% of students assessed performed at the proficiency level. The expected outcome of 70% was met. OA program will continue to offer program courses as they are, continue to assess the program

		OA222CLO2-100%	courses, and will make any changes when need arise. Changes and implementation will continue to be based on course assessment results and data.
	OA PLO 3	OA210CLO 1,2,3-100% OA112 CLO 1-5-100% OA221CLO5-100% OA222CLO2-100%	100% of students assessed performed at the proficiency level. The expected outcome of 70% was met. OA program will continue to offer program courses as they are, continue to assess the program courses, and will make any changes when need arise. Changes and implementation will continue to be based on course assessment results and data.
	OA PLO 4	OA112 CLO 1-5-100% OA221CLO1-100% OA222CLO2-100%	100% of students assessed performed at the proficiency level. The expected outcome of 70% was met. OA program will continue to offer program courses as they are, continue to assess the program courses, and will make any changes when need arise. Changes and implementation will continue to be based on course assessment results and data.
	OA PLO 5	OA112 CLO 1-5-100% OA221CLO1,5-100% OA222CLO2-100%	100% of students assessed performed at the proficiency level. The expected outcome of 70% was met. OA program will continue to offer program courses as they are, continue to assess the program courses, and will make any changes when need arise. Changes and implementation will continue to be based on course assessment results and data.

Program Learning Outcomes Assessment Results

Year Assessed	PLO Assessed	Proficiency Levels	Results of Assessments
2019-2020	OA PLO 1	OA112CLO1-4-100% OA210CLO1-3-100% OA211CLO1-95.45% OA211CLO2-78.26% OA222CLO1,2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle In Fall 2019 95.45% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle
	OA PLO 2	OA112CLO1-4-100% OA210CLO1-3-100% OA211CLO1-95.45% OA211CLO2-78.26% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle In Fall 2019 95.45% of students assessed performed at the proficiency level in 3 years cycle
	OA PLO 3	OA112CLO1-4-100% OA210CLO1-3-100% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle
	OA PLO 4	OA112CLO1-4-100% OA210CLO1-3-100% OA211CLO1-95.45% OA211CLO2-78.26%	All 100% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle

		OA222CLO2-100%	
	OA PLO 5	OA112CLO1-4-100% OA210CLO1-3-100% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle
2020-2021	OA PLO1	OA105CLO1-4-100% OA110CLO1-3-100% OA 112CLO1-4-100% OA210CLO1-3-100% OA211CLOS1-2-100% OA165CLO1-3-100% OA221CLO1,4,5-100% OA222CLO1,2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle
	OA PLO2	OA105CLO1-4-100% OA110CLO1-3-100% OA 112CLO1-4-100% OA210CLO1-3-100% OA211CLOS1-2-100% OA165CLO1-3-100% OA221CLO2,3-100% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle All 100% of students assessed performed at the proficiency level in 3 years cycle
	OA PLO3	OA105CLO1-4-100% OA 112CLO1-4-100% OA210CLO1-3-100% OA221CLO5-100% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle
	OA PLO4	OA 112CLO1-4-100% OA210CLO1-3-100% OA211CLOS1-2-100% OA221CLO1-100% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle
	OAPLO5	OA 112CLO1-4-100% OA210CLO1-3-100% OA221CLO1,5-100% OA222CLO2-100%	All 100% of students assessed performed at the proficiency level in 3 years cycle

Provide Summary of Program Learning Outcomes Assessments and analysis results in the box below. Summary should include analysis of this cycle with previous cycles; how assessment results have led to major decisions made to support the improvement of program's student learning and student achievement.

OA Program was improved by adding new courses and all offered courses were assessed and all are in good standing. There was small decrease (95% or 78%) but still it was in the proficiency level which is 70%

No need any changes at this time.

The expected outcome of 70% was met. OA Program will continue to offer program courses as they are, continue to assess the program course, and will make any changes when need arise. Changes and implementation will continue to be based on course assessment results and data.

VI. Evaluation of Previous Program Review Action Plan(s)

Indicate the status of the previous program review action plans below. (Include all previous action plans.) Indicate the cycle and years of the previous program review.

Cycle:	Years:2018-2021
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Action Plan Activity/Objectives	Status Complete/Ongoing/Incomplete	Updates of Action Plan/s (Report action plan individually.)
From previous action plan we wanted to create a lower level of OA210 Document Processing Class and we have done that (OA110).	OA Program Chair prepared and CPC approved a new class OA110 which was offered first time in Spring 2020	OA Program Chair is the instructor for OA210 who has prepared Instructional materials for this new course and they will be tested for 3 or more fall semesters so OA Program might prepare a booklet later.
OA Program did not plan that but while we were working on OA110 there was an idea to make OA Program stronger and also with big support of the Associate Dean Marianne OA Program worked on another 2 classes	To make OA Program Stronger we have prepared OA165 Class as well and approved at CPC and offered in Spring 2021.	OA Program Chair and the instructor for this course has prepared the instructional materials for this new course and there will be at least 3 spring semesters or more to test them and possibly create a booklet. This course is offered as regular course but covid19 help us to expedite and it will be offered as hybrid course in 2022
OA Program Chair in close cooperation with Associate Dean Marianne have prepared another new class OA220 to make the OA Program stronger and OA165 Ethics	OA220 Program was approved by CPC as well and was offered in Spring 2021 but the course has a prerequisite (OA165) so nobody could sign up in Spring 2021 and it (was) will be offered in Spring 2022 for those who have passed OA165.	For this course OA Program Chair offers an OER for students to use it. This course also became Hybrid thanks to covid19 situation during the March 2021.
From TH115 a new OA105 Customer Service Course was prepared and offered	It was offered and taught by OA Program Chair and also part time instructors from TH Program	Instructors were using Instructional materials and they will test them for 3 or more semesters. Also it might be good for all instructors to get together to combine and create a booklet for this course

Provide Summary of the Evaluation of Previous Program Review Action Plans and analysis results in the box below. Summary should include what measurable outcomes were achieved due to the actions completed; were the completed action plans led to improvement of student learning and student achievement; provide a detailed explanation of action plans that are ongoing and plans that are incomplete.

OA Program is a small program but it is very strong and has a lot of potentials for students to get successful in office administration and business field. OA110 helped second year OA Program students and so when they take OA210 Document processing they get more professional, they became more accurate, efficient, they work in timely matter and their speed and overall appearance is more professional. It is still very new course but we can see the difference and their confidence.

VII. Action Plans

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

Action Plan Activity/Objectives	How will this action plan improve student learning outcomes? (CLO, PLO, ILO)	Needed Resources (if any)	Timeline
No need to make changes at this time	We need to monitor the new and existing courses and continue to evaluation based on data	OA Program computer room with antivirus program installed in the 15 computers, with printer and internet access	2022-2023

Provide Summary of Action Plans in the box below. Summary should include program major strengths; program needs and any recommendations for improvements based on assessment results, data and/or other college major plans. The summary needs to indicate overall program needs that may require financial support from the institution.

There is need to recruit new students. We can focus on state, national and semi-national gov. agencies and offices as well as private in Palau while waiting for more planes coming. The main focus should be on all high school students and attract them to study OA Program at PCC. It would be good to travel to FSM to recruit new students and present OA Program as a strong and beneficial program for their students to learn the professional skills administrative workers need to have so they can serve their state, national government offices as well as private sector.

VIII. Resource Requests

Itemize resource request below.

Type of Resource	Detailed Description	Estimated Amount Requested	Justification
Personnel	1 full time and 2-3 part time instructors(present status)		
Facilities	A room for OA Program	Ideal Proposal is: 1 Classroom	Create OA Program classroom for students to go where they can use computers (virus protection program must be installed) during the class time and internet access for their research assignments
Equipment	a) 15 computers with internet access, b) 16 desks (including 1 for the instructor), c) 16 ergonomic chairs, d) Black & white printer with e) Filing cabinet f) White board g) big projector screen or flat TV	with 15 ergonomic desks and/or 15 ergonomic chairs 15 computers 1 desk for teacher with ergonomic chair 1 printer – to print the work they need to file – 1 Filing cabinet for to store properly the files. – It is important to show the proper filing systems during the class. It is one of the important skills for office admin students - it is important to learn to create files which are properly filed and stored /or ready to be stored in a cabinet	
Supplies	Ink and paper for printer		
Software	a) Antivirus programs in the computers to protect b) internet connection		
Training			
Other			
Total			

Provide Summary of Resource Request in the box below. Summary should connect the resources requested to course, program and institutional learning outcomes assessment results and/or any other college major plans.

In this cycle we got a classroom with computers but the computers did not have virus protection and some students got their USBs infected with virus and it was big danger when they supposed to submit their work because the virus destroyed some of their work. So, the computers were removed and OA Program classes went to Computer room at the PCC Library and it was great option but that means all other students had to wait to use the PCC Library Computer Room.

I believe it would be good to have own room for OA Program with computers, virus protection, internet access, filing cabinet, printer, desks, ergonomic chairs which will be healthy way and proper environment for office administrative to learn the right / ergonomic way to organize their offices in the future.

The research is very important skill and so to learn and improve students research skills on internet a classroom needs to have the internet access.

It would be very significant help if we have internet access and students will be more successful, they will be ready for the work force. Students can get hands on activities at the classroom, especially shy students can learn right away – instructor can show students and test them – students will be more efficient and successful. As we were doing at the PCC Library Computer Room.

- Research via internet is important skill and it is possible only if students will practice it a lot including hands-on-activities during the classes. Thanks to the PCC Library Computer Lab which was connected to the internet we could research right away and look for information immediately.
- Use of internet is crucial because we have the hybrid classes so when students need to check what is prepared for the class they could go to the course site (thanks to internet) – it was easy to check assignments and they could ask questions right away.

Students had several research assignments to do and to teach students how to use the internet was the proper and the efficient way for students to learn faster right away at the classroom and share their outcomes/findings/questions & present right away.

In conclusion:

It would be good to designate a classroom with approximately 10-15 computers with internet access, 15 ergonomic chairs, a desk and an ergonomic chair for an instructor as well as filing cabinet to show proper ergonomic environment in the office space. It would be proper to have a printer and filing cabinet to show proper storage systems. It would be wise to advertise and recruit all high school students, state, national gov. semi-gov. and private business workers to be part of the OA Program.

Do not forget to include all your required evidence. Required evidence is listed on page 2 of this template.