Administrative and Support Units
Assessment Report

Student Services Coordinator Office   Fall 2010-Summer 2012

Unit/Office/Program   **Assessment Period Covered**

( ) Formative Assessment

(x) Summative Assessment   **Date Submitted**

Administrative Evaluation Question (Use a different form for each evaluation question):
Have 100% of SS staff practiced quality customer service to the students?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success: We assessed the student satisfaction of student services from 2010-2012. A focus group was also conducted to find out from students why there was a dramatic drop in student satisfaction of student services.

1a. Summary of Assessment Data Collected: We found that from 2010 to 2011 there was no change in students satisfaction of all of the student services, but in 2012 there is a drastic drop from 5 (somewhat satisfied) down to 3.5 (somewhat unsatisfied). In the focus group "Students reported that the services are "Slow" and that there are, "limited resources". Students also reported that some offices "are not doing their job" and that when they go to the student services offices "staffs are not present". When asked how effective our services for our students are, students responded that, "some are helpful and some are not".

1a: Use of Results to Improve Unit Services: Based on the results the following recommendations have been implemented: **Recommendation 1**: Buy laptops for the staff to improve efficiency in meeting student's request. **Recommendation 2**: Work with staff to identify a way to always be available to meet students concerns. **Recommendation 3**: Train counselor on ways to help the students feel that, "Counseling Staff care about students as individuals". **Recommendation 4**: Train FAO staff on having, "Financial Aid awards are announced to students in time to be helpful in college planning." **Recommendation 5**: Conduct customer service training with all staff. **Recommendation 6**: Brainstorm with staff to identify ways to increase students' use of student services.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success: To see the effectiveness of the Student Services Coordinator (SSC) we focused on measuring leadership behaviors in 2010 and again in 2012. Then we classified these behaviors and ran a statistical analysis to see their effect on program effectiveness and student satisfaction with student services.

1b. Summary of Assessment Data Collected:
. SSCs relation focused behaviors increased students' satisfaction. Such behaviors included, staff training, in-house training, monthly meetings with the students, and communication to management council about student services concerns.
And we can see that the SSCs Change focused behaviors increased tutorial program effectiveness. Such behaviors included, weekly monitoring of student complaints, office visit's, monthly meetings with staff, conducting surveys, and monitoring of tutorial programs.

1b: Use of Results to Improve Unit Services:
Based on the results the following recommendations have been implemented:
Recommendation 1: Develop rapport with staff.
Recommendation 2: Customer service training for staff.
Recommendation 3: Identify concerns of staff and submit for action to management council each month.
Recommendation 4: Hold students general assembly once a month.
Recommendation 5: Coordinated in-house training/mini-workshops for the staff.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:
We did an analysis to find out what topics would be most beneficial to train our staff on in order to increase student satisfaction with our services. No criteria for success is indicated by positive T-scores. A forward stepwise linear regression was run to see which variables have the greatest influence on students' satisfaction with student services. Such variables would identify topics for staff training.

1c. Summary of Assessment Data Collected:
Results found that there are 3 variables that predict student satisfaction listed in the following from most important to less important: 1) Counseling Staff care about students as individuals. 2) Students use of our services. 3) Financial Aid awards are announced to students in time to be helpful in college planning. Therefore with this analysis we have identified specific areas to focus on in our trainings.

1c: Use of Results to Improve Unit Services:
Based on the results the following recommendations have been implemented:
Recommendation 1: Work with FAO to announce to students their Financial Aid awards in time to be helpful in college planning.
Recommendation 2: Train and monitor counselor to work on how to help students feel like "Counseling Staff care about students as individuals"

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Administrative Evaluation Question (Use a different form for each evaluation question):
A. Have our programs and services been improving to retain and graduate our students at Chuuk Campus?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success: We assessed the percentage of tutored students that passed in 2010, 2011, and 2012. A criterion for success is statistically significant difference in passing rate of tutored students over non-tutored students. Questions were submitted to a focus group to find out qualitative information about our effectiveness. No criterion for success was established for the focus group. We also assessed sessions taught per tutor. Criteria for success is 80 tutor session per month.
1a. Summary of Assessment Data Collected: Results found no statistical difference between tutored and non-tutored students in 2010 and 2011. However, in 2012 a statistical difference was noted, thus indicating effectiveness. Students gave comments on why tutorial services are not as effective. Some suggested that tutors need to be easily identified, have an assigned working area, and that the tutors have more resources to help students. Students also suggested that there be more tutors for different subjects other than just math. We found that March 2012 was the only month that met the criterion for success for sessions taught per tutor since 2010.
1a: Use of Results to Improve Unit Services: The following recommendations have been made and implemented: **Recommendation 1**: Have tutors work with their assigned department to identify and work with at risk students. At risk students will be identified after the second week of the semester. (See page 8)   **Recommendation 2**: Buy desktop computers for the counseling center to attract students, and for tutors to use to assist students in their assignments   **Recommendation 3**: Meet with tutors on a weekly basis to give progress reports on their tutees. (See table on page 20)   **Recommendation 4**: Have a tutor for each of the educational departments (e.g. Social Science, Math, English, and Business).

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success: We looked at the number of individual students on the tutor contact sheets from 2010 through 2012. Criteria for success: increase in students' use of tutorial services from2010 to 2012. We then took the Number of individual students from tutor contact sheets and divided by number of contracted tutors thus determining the number of students tutored per tutor. Criteria for Success: Increase in availability of tutorial services. A correlation was run to see if students use of tutorial services would positively correlate with the student retention. Criteria for success: Significant

positive correlation. Criteria for success: increase in students' use of tutorial services from2011 to 2012.

1b. Summary of Assessment Data Collected:
Results found that there was an overall decrease in students' use of tutorial services from 2010-2012, however students use was influenced by the number of tutors' availability of tutors. Results found an increase of students taught per tutor from 2010-2012 Results found that use of tutorial services negatively correlated with retention; However that correlation is not significant.

1b: Use of Results to Improve Unit Services:
Recommendation 1: Obtain shirts that say "Tutor" on it, and have designated areas for the tutors.
Recommendation 2: Put up posters around campus with the picture of the tutors along with their designated areas, and tutorial services (i.e. Business, Math).
Recommendation 3: Have the tutors introduced to the classes they tutor during the first or second week of the semester
Recommendation 4: Focus on recruiting efforts to increase retention rather than on tutorial program.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:
Student satisfaction of tutorial services was assessed from 2009-2011. Criterion of success is an increase in student satisfaction from 2009 to 2011. A focus group was conducted to find out why there was no satisfaction with tutorial services. No criterion for success is needed for the focus group.

1c. Summary of Assessment Data Collected:
Results found that there was no change in student satisfaction with tutorial services. It is also noted that students report neutral satisfaction with tutorial services, meaning that student satisfaction was not achieved. Students suggest that they are shy to ask for help from the tutors or that they don't know where to find the tutors.

1c: Use of Results to Improve Unit Services:
The following recommendation is being implemented:
Recommendation 1: Have 1-2 activities with the tutors (e.g. doughnuts in the counseling center).
Recommendation 2: Conduct one customer service training with the tutors in the first week of the semester.