EVALUATION REPORT RECOMMENDATION 12

An initial evaluation of equivalent staffing among student services offices.

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Recommendation 12

To improve the effective allocation of student support resources, the team recommends that the college evaluate whether continuity of services requires identical services with identical staffing or equivalent staffing based on student enrollment and other factors (II.b.1, II. B.3.c, II. B.4).

Introduction

This evaluation serves as an initial step in identifying the optimal form of staffing among student services. To evaluate equivalent staffing based on student enrollment as suggested by the evaluation team we turned to available data that we had on student satisfaction from a satisfaction survey that has been administered to students across all campuses each year since 2009.

Student satisfaction

Satisfaction data was extracted from a student satisfaction survey that was administered across all 5 campuses since 2009. Among other items students rated their satisfaction of some of the student services offices, namely: Financial Aid Office, Student Health Center, Office of Admission and Records, Counseling office, and Peer counselors Office. Satisfaction ranged from -3 (Very unsatisfied) ,0 (Neutral), to 3 (very Satisfied). A rating of 1 signifies somewhat satisfaction, 2 satisfaction, and 3 extreme satisfaction.

Staffing

A head count of each office since 2009 was collected from the HR office from each campus. Student enrolment was extracted from our SIS database for each campus during the semester in which the student satisfaction survey was administered. The number of students enrolled was divided by the number of staff in each perspective office, resulting in the number of students per one employee in that office.

Faulty methodology

Although the student satisfaction was administered in 2009, 2010 and 2011, the response rate was low in a few campuses. And 2010's response rate was below 10 % for all campuses and thus it was thrown out of analysis, and the 2012 survey was not administered. Thus we were left with only 2009 and 2011 satisfaction data. Below is a table of the response rate of each campus for the satisfaction surveys in 2009 and 2011.

	2009	2011
Chuuk	54%	12%
National	48%	33%
Pohnpei	5%	47%
Kosrae	12%	22%
Yap	43%	45%

Equivalent staffing based on student enrolment

When taking an initial look into considering the optimal number of students per one staff in equivalent staffing we did not consider data from campuses that had a response rate below 15% (highlighted in red) and were cautious when the data was from the campus was below 30 %(highlighted in yellow).

We paired the number of students per one staff with its perspective satisfaction rating from students, and selected the pair with the highest satisfaction rating (highlighted in green). The number in the left side of the highlighted pair became the optimal number of students per one staff.
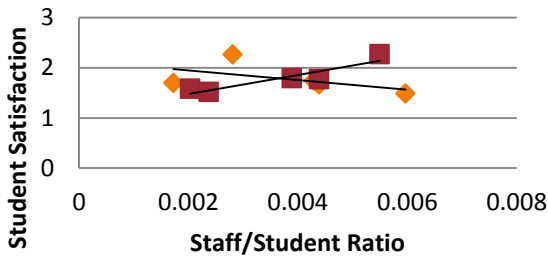
Results:

Financial Aid Office	1 staff per **182** students
Student Health Center	1 staff per **1092** students
Office of Admission and Records	1 staff per **218** students
Counseling Office	1 staff per **199** students
Peer Counseling Office	1 staff per **312** students

Caution/Discussion

Although empirically it appears that we have found the optical number of staff based on student registration, the underlying assumption is that there is a correlation between number of available staff and student satisfaction. We ran a correlation between staff to student ratio and student satisfaction and found no significant correlation anywhere. Graphs of the results, along with the correlation coefficients, and p-values, appear on the following page. Please look at the graphs before reading on.
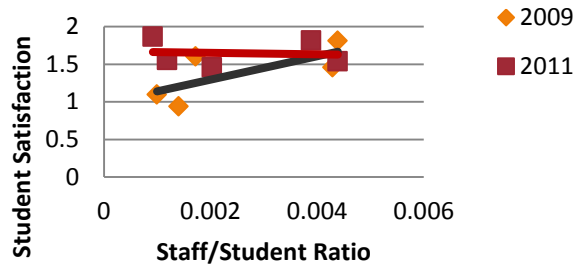
Financil Aid Office	2009			2011	
National	168	1.5		182	2.3
Chuuk	580	1.7		493	1.6
Pohnpei	356	2.3		422	1.5
Yap	228	1.7		228	1.8
Kosrae	233	1.7		257	1.8

Student Health Center	2009			2011	
National	1005	1.1		1092	1.9
Chuuk	580	1.6		493	1.5
Pohnpei	712	0.9		843	1.6
Yap	228	1.8		228	1.5
Kosrae	233	1.5		257	1.8

Office of Admission and Records	2009			2011	
National	183	1.4		218	2
Chuuk	290	1.4		164	1.6
Pohnpei	356	1.3		843	1.3
Yap	228	1.8		228	1.7
Kosrae	233	1.8		257	1.7

Counseling Office	2009			2011	
National	126	1.1		199	1.9
Chuuk	290	1.3		0	1.3
Pohnpei	356	1.1		843	1.4
Yap	228	1.8		228	1.4
Kosrae	233	1.5		257	1.6

Peer Counseling Office	2009			2011	
National	201	1.1		312	1.6
Chuuk	290	1.4		329	1.2
Pohnpei	0	1		0	1.4
Yap	114	1.6		152	1.4
Kosrae	117	1.6		171	1.7

FAO Across Campuses

Student Satisfaction (y-axis: 0, 1, 2, 3)
Staff/Student Ratio (x-axis: 0, 0.002, 0.004, 0.006, 0.008)

2009: R=-54 p=.34 2011: R=.92 P=.027

SHC Across Campuses

◆ 2009
■ 2011

Student Satisfaction (y-axis: 0, 0.5, 1, 1.5, 2)
Staff/Student Ratio (x-axis: 0, 0.002, 0.004, 0.006)

2009: R=71 p=.18 2011: R= -088 p=.88

OAR Across Campuses

Student Satisfaction (y-axis: 0, 0.5, 1, 1.5, 2, 2.5)
Staff/Student Ratio (x-axis: 0, 0.002, 0.004, 0.006, 0.008)
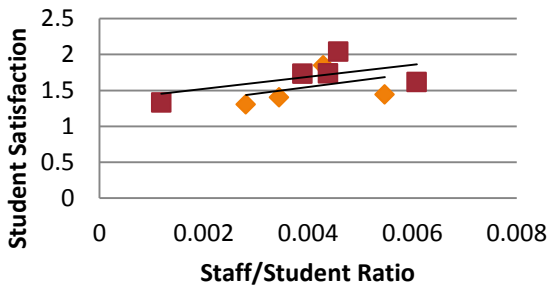
2009: R= 39 p=.5 2011: R=.59 p =.3

CO Across Campuses

◆ 2009
■ 2011

Student Satisfaction (y-axis: 0, 0.5, 1, 1.5, 2)
Staff/Student Ratio (x-axis: 0, 0.005, 0.01)
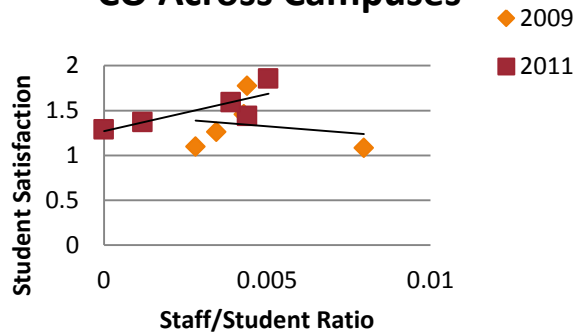
2009: R=-.20 p=.75 2011: r= 81 p =.09

PCC Across Campuses

Student Satisfaction (y-axis: 0, 1, 2)
Staff/Student Ratio (x-axis: 0, 0.005, 0.01)
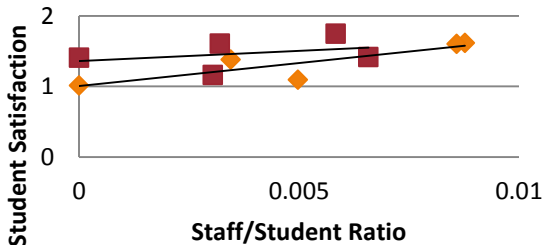
2009 R=86 p=.06   2011 R=34

Caution/Discussion continued

As signified by the p-values below each of the graphs, none of the correlations are significant. This means our initial evaluation described earlier is NOT VALID. Thus at this time we cannot identify whether identical or equivalent staffing is best practice. However, with this initial assessment we know how to proceed. We must become more consistent with the administration of our student satisfaction survey. Along with special attention to assuring compliance with correct methodology so that future analysis may be conducted and recommendations postulated based on true data. The current data is insufficient and faulty thus no recommendations can be made until proper data is available.