Appendix G
Administrative Unit Program Review
(Source Fullerton College)

AU Full Official Name	Student Services Unit		
Campus	Pohnpei	AU Review Submission Date	April 25, 2014
Completed by	Jeff Arnold	AU Review Cycle	2014-2015
Supervisor	Joey Oducado	Date submitted to Supervisor	April 25, 2014

Mission and Goals

The Institutional Mission, Vision, Core Values, and Goals drive all college's activities. Describe how your unit support each of these

Institutional Mission	How the unit support this
COM-FSM Current Mission	SS 1 Marketing SS 2 Progression SS 3 Career Service SS 4 Admsn., Regis. and Maltriculation
Institutional Vision COM-FSM Current Vision	How the unit support this Participate in the initial President's Vision Workshop and from time to time instill vision in the planning in departmental to unit level of meetings and delivery of services.
Institutional Core Values COM-FSM Current Values	How the unit support this The unit personnel carry on the values through the architect and the daily performance whether to our main stakeholders who are the students, their parents and other personnel in the organization.
Institutional Strategic Goals COM-FSM Former SPG 2 & 9 Pls. refer to page 6 for details	How the unit support this We do create objectives and strategies to evaluate what we say we would do by assessing ourselves or have others assess us.

AU Mission, Goals, and Objectives)

Mission Statement	Goals	Objectives
Pls. refer to page 6		

AU Description, Data and Trends Analysis

Describe the purpose, components, and staffing of the AU	Although this is a unit per se, it has multiple tasks with unique functions.

Current Staffing. Complete the table below

List each position by classification	Percent of Employment	Months per Year of Employment	Source of Funding	FTE
1 Coordinator	100%	12	Personnel	80 bwk
4 SS Specialists	"	"	"	"
2 SS Assistants	"	"	"	"

Other Resources. Complete the table below

List each position by classification	Services Provided	Number of Hours	Overall Cost	Source of Funding
1 SS Assistant	Support SS2	80	$6,500	Contractual

Utilize the data provided in the above table in a discussion of the appropriateness of the staffing levels of the AU

1 Coordinator manages 5 mini units; 4 Specialists do the day-to-day work for OARR, FAO, Counseling and Health. 1 SS Assistant leads the Sports and Recreation. 1 SS Assistant support the OARR and FAO service counter. 1 SS Assistant (Contract) supports the student activities and sports.

How does this AU serve the population of the College?

Under the Student Services Department, the mini units execute all services from marketing, recruitment,

testing, admission, registration, enrollment, completion and close the loop with follow up as part of another new cycle. Enrollment (Progression) stage takes most percentage of the services rendered.

Since the previous AU program review, what significant changes have occurred that impact the services of the AU?
This is the first program review of this AU; therefore, there's no precedence.

What methods are used to evaluate AU's effectiveness to the population that interacts with it?	What do the results of the above methods of evaluation indicate about the effectiveness of the AU?	How have the results of this analysis been used to make improvements to services provided by the AU?
Student Satisfaction Survey	It shows above the baseline 80%	none
Assessment of Outcomes	It indicates there's need to improve	Be more cautious with numbers

Provide any other relevant data that are relevant to this AU program review
Monthly Reports, Quarterly Reports, Assessment Reports and Records of Evidence

Strengths, Weaknesses, Opportunities, Challenges (SWOC)

Based on analysis in the preceding sections, what are the AU's strengths?	Able, experienced and dedicated staff
Based on analysis in the preceding sections, what are the AU's weaknesses?	Uncertainty of the chain of command
Based on analysis in the preceding sections, what opportunities existing for the AU?	Fully merged with the SS Department
Based on analysis in the preceding sections, what challenges exist for the AU?	Uncertainty of the Organizational Chart

Evaluation of Processes used by AU

Describe any on-going systematic method used to evaluate the efficacy of processes used by the AU.
Focused group consists of students and staff to recap an activity. Suggest changes for improvement.

Provide example (s) of how this AU program review has led to continuous quality improvement
It will be the first finished Program Review and upon concurrence SSC will be reviewing the results with the VPSS and other internal stakeholders. SSC will work plan of actions with members of the AU.

Service Area Outcomes Assessment

List AU's Service Area Outcomes by completing the expandable table below				
Service Area Outcomes	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used for Improvement	Number of Cycle Completed
SS Unit Pohnpei	August 2013	Sept. 2013	Jan. 2014	1 and half

AU Assessment. Complete the expandable table below					
Outcome Numbers	Intended Outcomes	Means of Assessment	Criteria for Success	Summary of Data Collected	Use of Results
5%	Increase by 6%	Fall'12 - Fall'13 Enrollment	None	SIS	None

How has AU's assessment of Service Area Outcomes led to improvements in services provided to patrons
Allocation of resource shift from recruitment to retention, focus on subject area in counseling and tutoring. Increase tutorial hours, and take tutorial to the classroom sites.

What challenges remain to make the AU more effective?
Limited resources of tangible items and personnel and the freeze on hiring - we need to hire more one-on-one tutors and other indirect personnel which support student success.

Describe how the AU's Service Area Outcomes are linked to the Institutional Strategic Goals		
Institutional Strategic Goals	AU Service Area Outcomes	Linkages
Strategic Goal 2	Pls. refer to Page 6	
Strategic Goal 9		

Evaluation of Progress toward previous Goals

List the goals from AU's previous program review
There's the first half (one year) assessment. This is the first Program Review.

Describe the level of success achieved in goals listed above	
Goals from previous AU Program Review	**Level of Success Achieved**
SPG 2	Average
SPG 9	Above Average

In cases where resources were allocated toward goals, evaluate the efficacy of that spending		
Goals from previous AU Program Review	**Resources Allocated**	**Efficacy of Spending**
Foster Success and Satisfaction	Contractual and Supplies	Prorate Contractual to right size resources vs need

Short-Term and Long-Term Goals

Using the table below, list the short and long term goals (a minimum of two for each) for the AU. These goals should follow logically from the information provided in the program review. Use a separate table for each additional goal

Short-Term Goals 1 (Two-Year Cycle)	
Identify Goal	Increase Retention - Pls. refer to Page 6 for more details
Describe the plan to achieve the goal (i.e., action plan)	Identify cohort groups of students from SIS data with significantly low academic performance
What measurable outcome is anticipated for this goal?	Authentic student performance and achievements
What specific aspects of this goal can be accomplished without additional financial resources?	Staff dedication and commitment .

Short-Term Goals 2 (Two-Year Cycle)	
Identify Goal	Increase Satisfaction - Pls. refer to Page 6 for more details
Describe the plan to achieve the goal (i.e., action plan)	Enhance existing services to be more student friendly.
What measurable outcome is anticipated for this goal?	Satisfaction survey and opinions from focused groups.
What specific aspects of this goal can be accomplished without additional financial resources?	Customer Service techniques and etiquettes .

Long-Term Goals 1 (Five-Year Cycle)	
Identify Goal	Student Success and Readiness
Describe the plan to achieve the goal (i.e., action plan)	Systematic student data shared among teachers, tutors and advisors.
What measurable outcome is anticipated for this goal?	Students will acquire consorted support to achieve excellence.
What specific aspects of this goal can be accomplished without additional financial resources?	Collaboration between Counseling and Faculty both as teachers and advisors.

Short-Term Goals 2 (Five-Year Cycle)	
Identify Goal	Student Appreciation and Satisfaction
Describe the plan to achieve the goal (i.e., action plan)	Maximize the activity fee students pay each semester and promote more activities which will not only the mind but also the soul of students
What measurable outcome is anticipated for this goal?	Student will be motivated and studnent attendance will improve.
What specific aspects of this goal can be accomplished without additional financial resources?	Reallocation of the same funds to a better use.

Requests for Resources

Complete a new table for each short-term and long-term goals listed in the immediately preceding section that would require additional financial resources. These requests for resources must follow logically from the information provided in this AU program review.

o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	**Requested Dollar Amount**	**Potential Funding Source**
Contractual Tutors	$10,000 in addition	FSM Sector Grant

o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	**Requested Dollar Amount**	**Potential Funding Source**
Unfreeze of SS Assistant	$ 6,500 in cost	Contractual support from VPSS

o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	**Requested Dollar Amount**	**Potential Funding Source**
Tab into SIS Database	$50,000 cost of tutorial activities	U.S. Educational Grant

o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	**Requested Dollar Amount**	**Potential Funding Source**
Enhance and improve facilities conducive to student success	$100,000 cost infrastructure, equip and supplies.	FSM Sector Grant

AU Program Review Summary

This section provides the reader with an overview of the highlights, themes, and key segments of the AU program review. It should include new information that is not mentioned in the preceding sections of this document.

Response Page

AU Vice President or appropriate immediate Management Supervisor

☐ *I* concur with the findings contained in this AU program review.

☐ I concur with the findings contained in this AU program review with following exceptions (include a narrative explaining the basis for each exception):

☐ I do not concur with the findings contained in this AU program review (include a narrative exception):

Administrative Unit Program Review Check List

Administrative unit		Date of Review	
Assessment/Review Cycle		Reviewers	

Please mark your responses to the following statements			
Statement	Yes	Needs Improvement	No
Administrative Unit. The administrative unit is identified.			
Assessment Cycle. The assessment cycle is identified.			
Submitted by and Date: The person directly responsible for completing the assessment plan submits the assessment plan to the committee. Generally, this is the office or program head.			
Supervisor and Date submitted. Date submitted to supervisor.			
College's Mission Statement. The approved college mission is included, and a description in terms of how the AU supports this.			
College's Mission Vision. The approved college vision is included, and a description in terms of how the AU supports this.			
College's Mission Core Values. The approved college core values are included, and a description in terms of how the AU supports them			
College's Strategic Goals. The approved college strategic goals *directly relevant to the* department and the AU are included, and a description in terms of how the AU supports them.			
AU Mission Statement, Goals, and Objectives. AU's mission, goals, and objectives are included.			
AU Description, Data and Trends Analysis. Data on current staffing and other resources; descriptions of their appropriateness are included, and how do they serve the population of the college; some significant changes that occurred and may have impacted the AU's services; methods used for evaluation and the results; and how results were used to make improvements to services; and other relevant data to AU's program review.			
SWOC Analysis. An analysis of Strengths, Weaknesses, Opportunities, and Challenges is included.			
Evaluation of Process. A description of the *on-going* systematic method used to assess AU's effectiveness, and some examples in terms of how program review lead to continuous quality improvement.			
Service Area Outcome Assessments. This section includes list of AU's service area outcomes, dates of assessment, the assessment methodologies used including established criteria for success, summary of data and how results are used to inform improvements, the section also provides a description of the identified *challenges* that are yet to be addressed by AU, and how these outcomes are linked to the college's strategic goals.			
Evaluation of Progress toward previous Goals. This section provides descriptions of (a) goals from previous review, (b) levels of success achieved, and (c) resources allocated including efficacy of spending.			
Short-term and Long-Term Goals. This section provides descriptions of the AU's short-term and long-term goals including action plans, measurable outcomes anticipated for these goals, and others.			
Requests for Resources. This section provides the AU's (a) short- and long-term goals, (b) the type of resources need as presented in dollar amount, and (c) potential source of funding.			
AU Program Review Summary. This section provides the reader with an overview of the highlights, themes, and key segments of the AU's program review. This section should include only new information that is not mentioned in the preceding sections of the AU program review report.			

Department Mission

Student Services' mission is to promote student development and leadership by providing quality programs and services that fulfill the diverse educational, recreational, social, and multi-cultural needs of the student population and the college community

Unit Mission

The Pohnpei Campus Student Services supports the College's commitment to create an environment that achieves progressive retention and completion rate of all eligible students by:

· Providing and updating students files to be available for both students and advisors in all aspects of available services in Records, Financial Aid, Counseling and Tutorial, Health, Student Life Sports and Activities.
· Assessing programs and resources to assure continuity of existing services and to support new initiatives
· Advocating submission of enrollment documentation in a timely manner
· Providing assistance and counseling to students and parents about critical information of the College of Micronesia-FSM.
· Providing academic and personal counseling and guidance to the students.
· Providing services in first aid care; and assessment and treatment of minor/acute illness and injuries.
· Providing family planning methods and information regarding sexually transmitted infections, HIV and Aids and other health related issues.
· Engaging students in sports activities, conducting physical fitness programs, monitoring students in the games, and preventing students from taking alcohol and illicit drugs.
· Preparing student activity calendar, organizing student activities, and encouraging students to participate in college activities such as fund raising and other enrichment programs.
· Providing extended hours of Extra Curricular Student Life activities which employ critical thinking.

Institutional Strategic Goal Supported (1-6):

#2. Provide institutional support to foster student success and satisfaction.
#9. Provide for continuous improvement of programs, services and college environment.

Outcome/Objective 1: To increase student completion rate by 5% by the end of summer 2013 and 2014

 Strategy 1: Identify cohort groups of students from SIS data with significantly low academic performance and place them in counseling and tutoring (Early Warning).
· Schedule and conduct daily (30 min to 1 hr) one-on-one counseling and tutoring sessions for cohort students identified from SIS; conduct 2 focus group study labs for students in classes with low passing rates each semester; assign tutors to sit-in and help students in classes; maintain a database system to keep track of student attendance and performance; monitor student progress through periodic (once a week) consultations with instructors; compile reports of student progress on a monthly basis;
· Conduct 3 workshops per school year for faculty and staff on Student Services activities and expectations in relation to student issues; conduct 1 Prep Committee meeting per month to update everyone on current and emerging activities

Outcome/Objective 2: To increase student satisfaction to 5% through Student Services activities based

 Strategy 1: Enhance existing services to be more student friendly
· Conduct 2 1-week workshop per semester on how to complete FAFSA requirements
· Conduct 1 workshop per semester on how to complete OAR requirements; compile student records and transmit them to National Campus in a timely manner every semester.
· Conduct one student and one parent orientation per semester; early registration and regular registration
· Conduct 2 health screenings on health issues and problem per semester; maintain current health care activities and data that elicit sustainable and continuous quality improvement based on student services rubrics; conduct 3 basketball referee clinics, 3 workshops on Student Leadership; 2 workshops on wrestling basics per semester.

Strategy 2: Strengthen student awareness of available Student Services activities and their benefits
· Conduct counseling on financial aid matters per semester;
· Conduct annual physical check-up, maintain, evaluate and interpret health data collected to accommodate individual needs; work continuously in providing contraceptive methods, information on HIV and aids, sexually transmitted infections and other health related issues
· One general assembly and 2 student assemblies per semester
· Maintain current counseling functions on semester basis that support sustainable, continuous quality improvement reflected in Student Services rubrics
· Conduct 3 Physical fitness programs to students per semester; 3 municipal leagues per school year, Volleyball and Basketball for men and women
· Provide at least 40 hours of extended Student Life time for students who cannot participate within the conventional time.
· Develop a Student Facility Use for gym and the Student Center.