

**Administrative and Support Units
Assessment Report**

Human Resources Office

October 1,2010– September 31, 2011

Unit/Office/Program

Assessment Period Covered

() **Formative Assessment**

9/15/2011

() **Summative Assessment**

Date Submitted

Administrative Evaluation Question (Use a different form for each evaluation question):

Do employees on special contracts begin work after contract is fully approved? **NO, majority begin work before contract is completed.**

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

Ia. Means of Unit Assessment & Criteria for Success: Analysis of the following will indicate improvement made since last assessment and further areas of improvement:

- a) Monthly employment data on special contracts – time sheet verses date of contract approval from President
- b) Checklist per contract where employee begins work before approval – factors that influence incompliance with policies and procedures

Ia. Summary of Assessment Data Collected:

PT Contracts statistical summary of contractors who began work BEFORE contract was approved during 3 random months.

Campuses	October 2010	May 2011	August 2011	Total per campus
National	59/67	79/90	35/45	173/202
Pohnpei	52/69	46/131	38/65	136/265
Chuuk	25/31	36/42	19/22	80/95
Kosrae	27/34	34/42	10/13	71/89
Yap	20/27	30/31	16/17	66/75
FMI	2/13	12/13	12/13	26/39
Total	185/241	237/349	130/175	552/765

77% of contractors began working BEFORE contract was approved during October 2010
 68% of contractors began working BEFORE contract was approved during May 2011
 75% of contractors began working BEFORE contract was approved during August 2011
 73% of 765 contractors for the whole College began working BEFORE contract was approved in combination of the 3 months sample.

Ia: Use of Results to Improve Unit Services:

Data results will be used to pinpoint specific source of incompliance with specific improvement plan

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

Ib. Means of Unit Assessment & Criteria for Success:

Analyze College’s responses to incompliance with established procedures and policies in the following ways:

- a) Identify specific cases and recurring issues per campus and office
- b) Review established policies and procedures for improvement areas

Ib. Summary of Assessment Data Collected:

1. National Campus

- a. **PT Instructional Contracts – they are always late**
 - b. **Peer Counseling- contracts can be processed one year later**
 - c. **Tutors – late and incomplete**
 - d. **Other are just late**
2. **Pohnpei Campus**
 - a. **PT Instructional Contracts – they are usually late**
 - b. **TRIO Programs – contracts come down after or during the week program already started**
 - c. **Others – come after the fact, late**
 3. **Chuuk Campus**
 - a. **PT Instructional Contracts – they are always late**
 - b. **UB contracts – come late and incomplete**
 - c. **CRE – come late and incomplete, can be as later as one year later**
 4. **Kosrae Campus**
 - a. **PT Instructional Contracts – they are always late**
 - b. **UB contracts –late and incomplete**
 - c. **Others – come late and incomplete**
 5. **Yap Campus**
 - a. **PT instructional contracts – they always late**
 - b. **UB contracts – incomplete and late**
 6. **FMI Campus**
 - a. **Security and maintenance – sometimes on time sometimes not, incomplete**

Ib: Use of Results to Improve Unit Services:

Results will be used to make specific decisions and recommendation for improvement.

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

Ic. Means of Unit Assessment & Criteria for Success:

Analyze the following data to pinpoint area of improvement in the procedures:

- 1) **Type of positions use special contracts**
- 2) **Type of programs that use special contracts**
- 3) **Identify supervisors who process contracts after employee begin work**

Ic. Summary of Assessment Data Collected:

Positions – Clerk, assistant, nursery assistants, tutors, janitors, security officers, maintenance workers, instructors, bus drivers, dorm residence assistants, facilitators, account clerk, night watchman, project inspector, machine repairman, field assistant, library coordinator, instructor trainee, cook, laborer, agriculture extension agent, outreach program coordinator, office assistant, ground technician, technical consultant, utility worker, administrative clerk, sport assistant, lab assistant, assessment consultant, apprentice, course developer.

Programs – TRIO Programs, Student Services, Peer Counseling, CRE, Public Health, Nursing Program, Maintenance and Security, Instructional Department, Pohnpei Outreach Program, IT, Gear Up, PBDC, Dorm, LRC, Cafeteria

Supervisors – everyone at one time or another submit contracts that are late or incomplete, though some are worst than others.

1c: Use of Results to Improve Unit Services:

Results will be used to make specific decisions and recommendations for improvement in the program.

Areas of Improvement:

1. Accurate HR assessment need
2. Filling unfilled positions
3. Submission/processing of contracts
4. Compliance with established hiring/contracting policies