Program Assessment Form (Non-Academic Program)

Bookstore

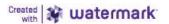


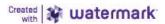


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General Information (Program Assessment Form (Non-Academic Program))



1



Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

NMC Mission Statement:Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth.UPDATED 02/10/2021 ESIP for Bookstore & Auxiliary Services: To ensure high level customer service and to make available the resources needed to support student learning by providing tangible and intangible services as well as educational and instructional materials, retail items such as school/office supplies, school memorabilia, electronics/tech, as well as options for food and beverages for sale to students, faculty, staff and other NMC stakeholders.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Bookstore & Auxiliary Services Outcome Set

AUO 1

Marked obsolete by Michael Jason Babauta on 09/17/2020 5:07:16 am WPST Create positive customer satisfaction from the services the Bookstore provides

Mapping

No Mapping

AUO 2

Marked obsolete by Michael Jason Babauta on 09/17/2020 5:19:59 am WPST

To decrease customer, wait time during busy times: registration, add and drop week, PELL deadline.

Mapping

No Mapping

Bookstore Fall 2020

AUO1

To decrease customer, wait time during busy times: registration, add and drop week, PELL deadline.6/16/2021 Modified The Bookstore will support student needs and assist in efforts to charge any excess Pell Grant funds to purchase textbooks and supplies to support their educational endeavors.

Mapping

No Mapping

Provide quality E-based services for students

Marked obsolete by Northern Marianas College Manager on 06/16/2021 12:55:40 pm WPST

Ensure that electronic (e) based services such as book and supply orders and payment services are timely and meet stakeholder needs.



Bookstore



Mapping

No Mapping



2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

NMC Mission Statement: Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth.UPDATED 02/10/2021 ESIP for Bookstore & Auxiliary Services: To ensure high level customer service and to make available the resources needed to support student learning by providing tangible and intangible services as well as educational and instructional materials, retail items such as school/office supplies, school memorabilia, electronics/tech, as well as options for food and beverages for sale to students, faculty, staff and other NMC stakeholders.

Measures

Bookstore Fall 2020

Outcome

Outcome: AUO1

To decrease customer, wait time during busy times: registration, add and drop week, PELL deadline.

6/16/2021 Modified

The Bookstore will support student needs and assist in efforts to charge any excess Pell Grant funds to purchase textbooks and supplies to support their educational endeavors.

Measure: FAFSA/Pell Recipient Student Ledger

Indirect - Other

Details/Description: The purpose of the ledger is the assist the Bookstore in notating the amount that

FAFSA approved students are able to charge for textbooks and supplies.

Acceptable Target: 100% accuracy for each student's information on: Tuition and Fees, Pell Grant

Award, and prior Bookstore Balance.

Ideal Target: 100% accuracy for each student's information on: Tuition and Fees, Pell Grant

Award, and prior Bookstore Balance.

Implementation Plan

(timeline):

The beginning of each semester until closing of ledger (prior to receiving Pell Grant

funds).

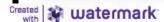
Key/Responsible Bookstore Staff - Nate Seng, Piding Sablan

Personnel: CFO - Dave Attao

> 6/16/2021. Nate Seng

Supporting Attachments:

ு Sample Summer 2021 Ledger List.xlsx (Excel Workbook (Open XML)) (See appendix)





Measure: Response time to inquiry (excel sheet)/Updated 6/16/21 Measure no longer needed

Indirect - Other

Details/Description: Respond to student email/phone inquiry within two business days.

Acceptable Target: Respond to 80% of student inquiry within two business days

Ideal Target: Respond to 100% of student inquiry within the two business days.

Implementation Plan

(timeline):

FALL 2020 and ongoing

Key/Responsible

Personnel:

Bookstore staff

Measure: Satisfaction Survey

Indirect - Survey

Details/Description: Survey on how satisfied customers are with response time to inquiry.

Acceptable Target: 70% of customers surveyed will report satisfactory on a Likert scale

Ideal Target: 80% of customers surveyed will report satisfactory on a Likert scale

Implementation Plan

(timeline):

To be sent out at the end of each ledger period (The ledger period is a period of time when students are allowed to apply for a ledger account with the Bookstore. This will

allow students to charge any purchases on their financial aid award.)

Key/Responsible

Personnel:

Bookstore staff

Outcome: Provide quality E-based services for

Ensure that electronic (e) based services such as book and supply orders and payment services are timely and meet stakeholder needs.

No measures specified

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SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

Bookstore Fall 2020

Outcome

Outcome: AUO1





To decrease customer, wait time during busy times: registration, add and drop week, PELL deadline.

6/16/2021 Modified

The Bookstore will support student needs and assist in efforts to charge any excess Pell Grant funds to purchase textbooks and supplies to support their educational endeavors.

Measure: FAFSA/Pell Recipient Student Ledger

Indirect - Other

Details/Description: The purpose of the ledger is the assist the Bookstore in notating the amount that

FAFSA approved students are able to charge for textbooks and supplies.

Acceptable Target: 100% accuracy for each student's information on: Tuition and Fees, Pell Grant

Award, and prior Bookstore Balance.

Ideal Target: 100% accuracy for each student's information on: Tuition and Fees, Pell Grant

Award, and prior Bookstore Balance.

Implementation Plan

(timeline):

The beginning of each semester until closing of ledger (prior to receiving Pell Grant

funds).

Key/Responsible

Bookstore Staff - Nate Seng, Piding Sablan CFO - Dave Attao

Personnel:

6/16/2021.

Nate Seng

Supporting Attachments:

Sample Summer 2021 Ledger List.xlsx (Excel Workbook (Open XML)) (See appendix)

Findings for FAFSA/Pell Recipient Student Ledger

Summary of Findings: For 6 of 6 students during the current Summer 2021 semester, the Bookstore

was able to accurately account for: Tuition and Fees, Pell Grant Award, and

prior Bookstore balance.

Results: Acceptable Target Achievement: Exceeded; Ideal Target Achievement:

Exceeded

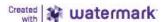
Recommendations: The Bookstore will continue to use the ledger in order to accurately account for

student Bookstore charges.

Reflections/Notes: The reason for the implementation of the ledger is to incentivize students to

make purchases at the Bookstore to assist in their educational goals and to

continue the overall operations.





Measure: Response time to inquiry (excel sheet)/Updated 6/16/21 Measure no longer needed

Indirect - Other

Details/Description: Respond to student email/phone inquiry within two business days.

Acceptable Target: Respond to 80% of student inquiry within two business days

Ideal Target: Respond to 100% of student inquiry within the two business days.

Implementation Plan

(timeline):

FALL 2020 and ongoing

Key/Responsible

Bookstore staff

Personnel:

Findings for Response time to inquiry (excel sheet)/Updated 6/16/21 Measure no longer needed

No Findings Added

Measure: Satisfaction Survey

Indirect - Survey

Details/Description: Survey on how satisfied customers are with response time to inquiry.

Acceptable Target: 70% of customers surveyed will report satisfactory on a Likert scale

Ideal Target: 80% of customers surveyed will report satisfactory on a Likert scale

Implementation Plan

(timeline):

To be sent out at the end of each ledger period (The ledger period is a period of time when students are allowed to apply for a ledger account with the Bookstore. This will

allow students to charge any purchases on their financial aid award.)

Key/Responsible

Personnel:

Bookstore staff

Findings for Satisfaction Survey

Summary of Findings: Fall 2020 Student Survey

345 students rated the bookstore's services with the following results:

25.6% Excellent 26.1% Good 13.6% Fair 1.7% Poor

33% Don't know/Not Applicable

Students provided the following feedback:

-The bookstore should have an online catalog of what books are available along with prices to make things easier for students that is available all day, everyday rather than having to call the bookstore about each and every single book you are looking for. It would save students so much time.

I hope they have a bigger, more spacious bookstore again, because the current





bookstore had that two people at a time waiting time which made it harder for students who were limited on time on campus or non-traditional students with inflexible schedules.

-Suggestion of more interaction with students when buying textbooks.

-I believe they should restock and have all require books available all the time.

Results: Acceptable Target Achievement: Not Met; Ideal Target Achievement: Moving

Away

Recommendations: With the newly renovated Bookstore located at Building V along with the

increase of face-to-face classes, the Bookstore will be able to increase the amount of students that will have some sort of interaction; whether it be for

academics or retail purposes.

In conjunction with other departments, the new online MarketPlace website will host the Bookstore's available texts, supplies, and retail items for purchases in order to accommodate online purchases that can be mailed out to not only

students, but any customer interested.

Reflections/Notes: The Bookstore CANNOT accommodate every single course. In the past, the

Bookstore has tried its best to purchase a text based off the recommendation from staff and faculty assisting in book orders. Consequently, the Bookstore is now left with a surplus of old textbooks that are still in inventory with some textbooks being on the shelf for years without a single sale. From this point on, the Bookstore will no longer look to purchase physical textbooks to combat the excess inventory and now, prevalent issue of illegal PDF texts that are being sold on Facebook and shared amongst students. E-Books are preferential because the Bookstore is able to order as needed and receive it in a timely

manner.

Outcome: Provide quality E-based services for students

Ensure that electronic (e) based services such as book and supply orders and payment services are timely and meet stakeholder needs.

No measures specified

Marked obsolete by Northern Marianas College Manager on 06/16/2021 2:55:40 am WPST

Overall Recommendations

No text specified





Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

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2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)



2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT



Appendix

A. Sample Summer 2021 Ledger List.xlsx (Excel Workbook (Open XML))