

Program Assessment Form (Non-Academic Program)

Rota Center

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

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 the people of the Commonwealth. ESIP for Rota Center: The Rota Center is one unique family of respectful and reliable professionals providing access to an array of localized educational advancement opportunities, educational support services, Information Technology support services, and administrative support services to residents of Rota in order that the Northern Mariana Islands will have a more effective and productive citizenry. The Rota Center values respect, collaboration, interdependence in providing quality services and learning experiences that positively impact the Rota community.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

AUO Rota Center 1/25/21

AUO 1

The Rota Center will provide IT services to the residents of Rota. updated 2/25/21: The Rota Center will provide accessible, quality, and prompt IT services to the Rota community.

Mapping

No Mapping

Rota Center Outcome Set 2 2017-2020

Rota Center AUO#1 2017-2020

AUO#1 Rota Center places students during registration at the beginning of each semester directly into the Pilot Program that allows students enrollment in college level MA 132 and English 101.

Mapping

WSCUC Standards of Accreditation: Teaching and Learning 2.3

Rota Center AUO#2 (IT Services) 2017-2020

Rota Center will provide sophisticated technology resources to the campus community. (i.e. but not limited to internet service provider, webcams, and programs and services that promote and support technology-enhanced learning and professional development).

Mapping

WSCUC Standards of Accreditation: Institutional Learning and Improvement 4.7

*Rota Center AUO#3 (Procurement) 2017-2020

The procurement process provides an environmentally comfortable setting for students, instructors, and staff. (e.g. but not limited to, proper lighting, available technical resources, state of the art air conditioners), producing a positive work outcome.

Mapping

WSCUC Standards of Accreditation: Institutional Learning and Improvement 4.7

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 the people of the Commonwealth. ESIP for Rota Center: The Rota Center is one unique family of respectful and reliable professionals providing access to an array of localized educational advancement opportunities, educational support services, Information Technology support services, and administrative support services to residents of Rota in order that the Northern Mariana Islands will have a more effective and productive citizenry. The Rota Center values respect, collaboration, interdependence in providing quality services and learning experiences that positively impact the Rota community.

Measures

AUO Rota Center 1/25/21

Outcome

Outcome: AUO 1

The Rota Center will provide IT services to the residents of Rota.

updated 2/25/21:

The Rota Center will provide accessible, quality, and prompt IT services to the Rota community.

Measure: NMC Fall Student Survey

Indirect - Survey

Details/Description:	IT is assessed in survey to students regarding services provided by the Rota Center.
Acceptable Target:	80% of students will report that they are satisfied or highly satisfied on survey questions about the IT services related to enrollment.
Ideal Target:	100% of students will report that they are satisfied or highly satisfied on survey questions about the IT services related to enrollment.
Implementation Plan (timeline):	End of the semester
Key/Responsible Personnel:	Diana Hocog, Program Coordinator

Measure: Rota Center Survey embedded IT questions

Indirect - Survey

Details/Description:	IT is assessed in survey to students regarding services provided by the Rota Center.
Acceptable Target:	80% of clients will report that they are satisfied or highly satisfied on questions about the IT services.
Ideal Target:	100% of clients will report that they are satisfied or highly satisfied on questions about the IT services.

Implementation Plan (timeline): Throughout the semester
Key/Responsible Personnel: Diana Hocog, Program Coordinator

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

Finding per Measure

AUO Rota Center 1/25/21

Outcome

Outcome: AUO 1

The Rota Center will provide IT services to the residents of Rota.

updated 2/25/21:

The Rota Center will provide accessible, quality, and prompt IT services to the Rota community.

Measure: NMC Fall Student Survey

Indirect - Survey

Details/Description: IT is assessed in survey to students regarding services provided by the Rota Center.
Acceptable Target: 80% of students will report that they are satisfied or highly satisfied on survey questions about the IT services related to enrollment.
Ideal Target: 100% of students will report that they are satisfied or highly satisfied on survey questions about the IT services related to enrollment.
Implementation Plan (timeline): End of the semester
Key/Responsible Personnel: Diana Hocog, Program Coordinator

Findings for NMC Fall Student Survey

Summary of Findings: Survey was not given because students due to the pandemic were taking classes from their homes and were not on campus. Due to COVID restrictions, there were no face to face classes on Rota.
Results : Acceptable Target Achievement: Not Met
Recommendations: Students were requesting for mifi devices to access more reliable internet and are currently still waiting as of June 16, 2021.

Fall survey on IT services should still be conducted to find out the data from students on their IT needs.
Reflections/Notes: Students on Rota should have equal priority with students on Saipan when

requesting for mifis or any IT assistance.

Measure: Rota Center Survey embedded IT questions

Indirect - Survey

Details/Description:	IT is assessed in survey to students regarding services provided by the Rota Center.
Acceptable Target:	80% of clients will report that they are satisfied or highly satisfied on questions about the IT services.
Ideal Target:	100% of clients will report that they are satisfied or highly satisfied on questions about the IT services.
Implementation Plan (timeline):	Throughout the semester
Key/Responsible Personnel:	Diana Hocog, Program Coordinator

Findings for Rota Center Survey embedded IT questions

Summary of Findings:	Survey was not given because students due to the pandemic were taking classes from their homes and were not on campus. Due to COVID restrictions, there were no face to face classes on Rota.
Results :	Acceptable Target Achievement: Not Met
Recommendations:	Students were requesting for mifi devices to access more reliable internet and are currently still waiting as of June 16, 2021.
Reflections/Notes:	Students on Rota should have equal priority with students on Saipan when requesting for mifis or any IT assistance.

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.)

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 (*PRACTICE) (*Practice Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

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 the people of the Commonwealth. ESIP for Rota Center: The Rota Center is one unique family of respectful and reliable professionals providing access to an array of localized educational advancement opportunities, educational support services, Information Technology support services, and administrative support services to residents of Rota in order that the Northern Mariana Islands will have a more effective and productive citizenry. The Rota Center values respect, collaboration, interdependence in providing quality services and learning experiences that positively impact the Rota community.

Measures

Rota Center Outcome Set 2 2017-2020

Outcome

Outcome: Rota Center AUO#1 2017-2020

AUO#1 Rota Center places students during registration at the beginning of each semester directly into the Pilot Program that allows students enrollment in college level MA 132 and English 101.

Measure: Rota Center Placement Test (Before Course)

Direct - Exam

Details/Description: Placement exam measures level of skills in math and English. The placement exam is not required as student is placed directly into college level math and english.

Acceptable Target: Student's should have a passing score to enroll into Math 132 & English 101. If student places below Math 132 & English 101, the Rota Center will place them into the college level course. This benchmark is to gauge student growth and performance before and after the college level course.

Ideal Target: The placement exam is not currently required to be taken by students at the end of the course, but measurement of success is the student should pass with a C or better in Math 132 or English 101.

Implementation Plan (timeline): From the beginning of the semester to the end of the semester.

Key/Responsible Personnel: Martin Mendiola, Director
Diana Hocog, Program Coordinator

Measure: Rota Center Survey embedded IT questions

Indirect - Survey

Details/Description: IT is assessed in survey to students regarding services provided by the Rota Center.

Acceptable Target: 80% of students will state that they are satisfied with the IT services.

Ideal Target: 100% of students will state that they are satisfied with the IT services.
Implementation Plan (timeline): Throughout the semester
Key/Responsible Personnel: Martin Mendiola, Director

Measure: Rota Center Survey embedded IT questions
Indirect - Survey

Details/Description: IT is assessed in survey to students regarding services provided by the Rota Center.
Acceptable Target: 80% of students will state that they are satisfied with the IT services.
Ideal Target: 100% of students will state that they are satisfied with the IT services.
Implementation Plan (timeline): Throughout the semester
Key/Responsible Personnel: Martin Mendiola, Director

Measure: Student Grades in MA132 and EN101
Direct - Other

Details/Description: With a strong support system, includes an instructor with effective teaching skills, emphasis will be on the relationship between instructor and tutor that will lead to success of class. In class and out of class, tutoring and mentoring will be available to each student.
Acceptable Target: 70% will pass the course with a C or better.
Ideal Target: We want 100% of students passing with a C or better
Implementation Plan (timeline): On-going throughout the semester.
Key/Responsible Personnel: Martin Mendiola, Director
 Diana Hocog, Program Coordinator

Measure: Student Survey; Post course survey on instructor
Indirect - Survey

Details/Description: Evaluation on instructor at the end of the class done online. Evaluation is to see whether the Rota Center is meeting the goal of hiring effective instructors according to the student's perspective.
Acceptable Target: 90% of students will take the online survey. A successful instructor would receive a 3 or better from a student.
Ideal Target: 100% of students will take the online survey. A successful instructor would receive a 3 or better from a student.
Implementation Plan (timeline): One day before the exam, students will have 24 hours to complete the evaluation survey on their instructor.
Key/Responsible Personnel: Martin Mendiola, Director

Personnel: Diana Hocog, Program Coordinator

SUMMARY OF DATA

Finding per Measure

Rota Center Outcome Set 2 2017-2020

Outcome

Outcome: Rota Center AUO#1 2017-2020

AUO#1 Rota Center places students during registration at the beginning of each semester directly into the Pilot Program that allows students enrollment in college level MA 132 and English 101.

Measure: Rota Center Placement Test (Before Course)

Direct - Exam

Details/Description:	Placement exam measures level of skills in math and English. The placement exam is not required as student is placed directly into college level math and english.
Acceptable Target:	Student's should have a passing score to enroll into Math 132 & English 101. If student places below Math 132 & English 101, the Rota Center will place them into the college level course. This benchmark is to gauge student growth and performance before and after the college level course.
Ideal Target:	The placement exam is not currently required to be taken by students at the end of the course, but measurement of success is the student should pass with a C or better in Math 132 or English 101.
Implementation Plan (timeline):	From the beginning of the semester to the end of the semester.
Key/Responsible Personnel:	Martin Mendiola, Director Diana Hocog, Program Coordinator

Findings for Rota Center Placement Test (Before Course)

Summary of Findings:	Although scores from the placement test would be valuable data, at this time the placement test is not a requirement. If students do choose to take it, then it serves as a benchmark of student knowledge before learning the content of the college level course. Then after the course has been completed, the test could be given again to measure growth of student.
Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Approaching
Recommendations:	It is recommended that the placement test be a requirement , so that all students take the placement test before the class begins to serve as a benchmark for data collection only, not for enrollment in the college level course. The same placement score should then be given after the course is completed for comparison to see student growth.

Reflections/Notes: Student growth is best measured using an assessment that can be given before and after the treatment, or in this case, taking and passing the college level course in math and English.

Measure: Rota Center Survey embedded IT questions

Indirect - Survey

Details/Description: IT is assessed in survey to students regarding services provided by the Rota Center.

Acceptable Target: 80% of students will state that they are satisfied with the IT services.

Ideal Target: 100% of students will state that they are satisfied with the IT services.

Implementation Plan (timeline): Throughout the semester

Key/Responsible Personnel: Martin Mendiola, Director

Findings for Rota Center Survey embedded IT questions

Summary of Findings: Results are pending.

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

Recommendations: Continue to have IT services

Reflections/Notes: A full time IT person is needed at the Rota Center.

Measure: Rota Center Survey embedded IT questions

Indirect - Survey

Details/Description: IT is assessed in survey to students regarding services provided by the Rota Center.

Acceptable Target: 80% of students will state that they are satisfied with the IT services.

Ideal Target: 100% of students will state that they are satisfied with the IT services.

Implementation Plan (timeline): Throughout the semester

Key/Responsible Personnel: Martin Mendiola, Director

Findings for Rota Center Survey embedded IT questions

No Findings Added

Measure: Student Grades in MA132 and EN101

Direct - Other

Details/Description:	With a strong support system, includes an instructor with effective teaching skills, emphasis will be on the relationship between instructor and tutor that will lead to success of class. In class and out of class, tutoring and mentoring will be available to each student.
Acceptable Target:	70% will pass the course with a C or better.
Ideal Target:	We want 100% of students passing with a C or better
Implementation Plan (timeline):	On-going throughout the semester.
Key/Responsible Personnel:	Martin Mendiola, Director Diana Hocog, Program Coordinator

Findings for Student Grades in MA132 and EN101

Summary of Findings:	100% of students taking the college level math and english course passed with a C or better. 14 out of 14 students (Spring 2020 MA 132 class) passed with a C or better.
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations:	To continue with the Pilot program of placing students into college level Math and English despite scores that would normally place them in lower level NDU math and english.
Reflections/Notes:	The Pilot Program saves student's time and money. REL Pacific studies show student's getting discouraged and dropping out of college due to overbearing of NDU courses.

Measure: Student Survey; Post course survey on instructor

Indirect - Survey

Details/Description:	Evaluation on instructor at the end of the class done online. Evaluation is to see whether the Rota Center is meeting the goal of hiring effective instructors according to the student's perspective.
Acceptable Target:	90% of students will take the online survey. A successful instructor would receive a 3 or better from a student.
Ideal Target:	100% of students will take the online survey. A successful instructor would receive a 3 or better from a student.
Implementation Plan	One day before the exam, students will have 24 hours to complete the evaluation

(timeline): survey on their instructor.
Key/Responsible Personnel: Martin Mendiola, Director
Diana Hocog, Program Coordinator

Findings for Student Survey; Post course survey on instructor

Summary of Findings: Findings are pending receipt of survey results from Simon Necesito who runs the reports.

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

Recommendations: Pending survey results, then recommendations can be made.

Reflections/Notes: It is very likely that students will give credit to the wide safety net and support system of teachers and mentors to their success in this college-level course.

Overall Recommendations

To continue with the Pilot program of placing students into college level Math and English despite scores that would normally place them in lower level NDU math and english.

Overall Reflection

To continue with the Pilot program of placing students into college level Math and English despite scores that would normally place them in lower level NDU math and english.

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