

Program Assessment Form (Non-Academic Program)

Admissions and Records

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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)

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. ESIP: The purpose of the Office of Admissions & Records is to recruit, admit, and serve a diverse student population by providing accurate, responsive, and respectful services to faculty, staff, and students. We are committed to the development of staff, policies procedures, and technology to enhance student success in support of the Northern Marianas College mission.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Admissions and Records - Enrollment Services Outcome Set

PLO1

Students will demonstrate their understanding of registration process and procedures. (SLO)

Mapping

No Mapping

PLO2

OAR.PLO.2: Students will enhance their computer skills by successfully submitting admissions applications and other forms electronically.

Mapping

No Mapping

PLO3

OAR.PLO.3: Students will be able to navigate the transcript request process online.

Mapping

No Mapping

PLO4

OAR.PLO.4: OAR will increase student satisfaction with the services provided. (AUO)

Mapping

No Mapping

OAR Outcome Set October 5, 2020

AUO #1

OAR will provide enrollment services to students in regards to the registration process and procedures. 2/9/21 update Students will be satisfied with the process of ordering their transcripts online.

Mapping

No Mapping

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

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

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. ESIP: The purpose of the Office of Admissions & Records is to recruit, admit, and serve a diverse student population by providing accurate, responsive, and respectful services to faculty, staff, and students. We are committed to the development of staff, policies procedures, and technology to enhance student success in support of the Northern Marianas College mission.

Measures

OAR Outcome Set October 5, 2020

Outcome

Outcome: AUO #1

OAR will provide enrollment services to students in regards to the registration process and procedures.

2/9/21 update

Students will be satisfied with the process of ordering their transcripts online.

Measure: Online Transcript Usage Survey (update 2/9/21)

Indirect - Survey

Details/Description: Students will be sent a Online Transcript Usage Survey.
Acceptable Target: 78% of students will indicate satisfaction with the process.
Ideal Target: 87% of students will indicate satisfaction with the process.

Implementation Plan (timeline):

Key/Responsible Personnel: Manny Castro, Director of Enrollment Services.
Marji Tarope, Registrar

Measure: Parchment Learner Satisfaction Survey (update 2/9/21)

Indirect - Survey

Details/Description: Parchment will ask students to rate their ordering experience on a scale of 1-10. The number of satisfied students (those who gave a 7-10 rating) is divided by the total responses, and the result is our student satisfaction score.
Acceptable Target: 78% Satisfaction Score
Ideal Target: 87% Satisfaction Score

Implementation Plan (timeline):

Key/Responsible Personnel: Manny Castro, Director of Enrollment Services.

Personnel: Marji Tarope, Registrar

Measure: Registration Status Report

Direct - Other

Details/Description: Based on the registration report, we contact the students who have not registered and assist them with the registration process and procedures.

Acceptable Target: 100% contact of students via phone calls/emails.

Ideal Target: 100% contact of students via phone calls/emails.

Implementation Plan (timeline): During registration period and first week of instructions.

Key/Responsible Personnel: Director of Enrollment Services and OAR Staff.

Measure: Student Satisfaction Survey

Indirect - Survey

Details/Description: Students will be surveyed on their satisfaction with the services provided for the enrollment and registration process and procedures.

Acceptable Target: 65% of New and Returning students will complete the satisfaction survey.

*Due to past surveys, this is an ideal percentage of students who actually completed the surveys.

Ideal Target: 65% of New and Returning students will complete the satisfaction survey.

*Due to past surveys, this is an ideal percentage of students who actually completed the survey.

Implementation Plan (timeline): Immediately follow the registration in each term.

Key/Responsible Personnel: Director of Enrollment Services and OAR Staff.

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

Finding per Measure

OAR Outcome Set October 5, 2020

Outcome

Outcome: AUO #1

OAR will provide enrollment services to students in regards to the registration process and procedures.

2/9/21 update

Students will be satisfied with the process of ordering their transcripts online.

Measure: Online Transcript Usage Survey (update 2/9/21)

Indirect - Survey

Details/Description: Students will be sent a Online Transcript Usage Survey.
Acceptable Target: 78% of students will indicate satisfaction with the process.
Ideal Target: 87% of students will indicate satisfaction with the process.

Implementation Plan (timeline):

Key/Responsible Personnel: Manny Castro, Director of Enrollment Services.
Marji Tarope, Registrar

Findings for Online Transcript Usage Survey (update 2/9/21)

No Findings Added

Measure: Parchment Learner Satisfaction Survey (update 2/9/21)

Indirect - Survey

Details/Description: Parchment will ask students to rate their ordering experience on a scale of 1-10. The number of satisfied students (those who gave a 7-10 rating) is divided by the total responses, and the result is our student satisfaction score.
Acceptable Target: 78% Satisfaction Score
Ideal Target: 87% Satisfaction Score

Implementation Plan (timeline):

Key/Responsible Personnel: Manny Castro, Director of Enrollment Services.
Marji Tarope, Registrar

Findings for Parchment Learner Satisfaction Survey (update 2/9/21)

No Findings Added

Measure: Registration Status Report

Direct - Other

Details/Description: Based on the registration report, we contact the students who have not registered and assist them with the registration process and procedures.
Acceptable Target: 100% contact of students via phone calls/emails.
Ideal Target: 100% contact of students via phone calls/emails.
Implementation Plan (timeline): During registration period and first week of instructions.

Key/Responsible Personnel: Director of Enrollment Services and OAR Staff.

Findings for Registration Status Report

No Findings Added

Measure: Student Satisfaction Survey
Indirect - Survey

Details/Description: Students will be surveyed on their satisfaction with the services provided for the enrollment and registration process and procedures.

Acceptable Target: 65% of New and Returning students will complete the satisfaction survey.

*Due to past surveys, this is an ideal percentage of students who actually completed the surveys.

Ideal Target: 65% of New and Returning students will complete the satisfaction survey.

*Due to past surveys, this is an ideal percentage of students who actually completed the survey.

Implementation Plan (timeline): Immediately follow the registration in each term.

Key/Responsible Personnel: Director of Enrollment Services and OAR Staff.

Findings for Student Satisfaction Survey

No Findings Added

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.)

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. ESIP: The purpose of the Office of

Admissions & Records is to recruit, admit, and serve a diverse student population by providing accurate, responsive, and respectful services to faculty, staff, and students. We are committed to the development of staff, policies procedures, and technology to enhance student success in support of the Northern Marianas College mission.

Actions

Admissions and Records - Enrollment Services Outcome Set

Outcome

Outcome: PLO1

Students will demonstrate their understanding of registration process and procedures. (SLO)

No actions specified

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

Action Statuses

Admissions and Records - Enrollment Services Outcome Set

Outcome

Outcome: PLO1

Students will demonstrate their understanding of registration process and procedures. (SLO)

No actions specified

Status Summary

No text specified

Summary of Next Steps

No text specified

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

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

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. ESIP: The purpose of the Office of Admissions & Records is to recruit, admit, and serve a diverse student population by providing accurate, responsive, and respectful services to faculty, staff, and students. We are committed to the development of staff, policies procedures, and technology to enhance student success in support of the Northern Marianas College mission.

Measures

OAR Outcome Set October 5, 2020

Outcome

Outcome: AUO #1

OAR will provide enrollment services to students in regards to the registration process and procedures.

2/9/21 update

Students will be satisfied with the process of ordering their transcripts online.

No measures specified

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

Finding per Measure

OAR Outcome Set October 5, 2020

Outcome

Outcome: AUO #1

OAR will provide enrollment services to students in regards to the registration process and procedures.

2/9/21 update

Students will be satisfied with the process of ordering their transcripts online.

No measures specified

Overall Recommendations

No text specified

Overall Reflection

No text specified

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

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. ESIP: The purpose of the Office of Admissions & Records is to recruit, admit, and serve a diverse student population by providing accurate, responsive, and respectful services to faculty, staff, and students. We are committed to the development of staff, policies procedures, and technology to enhance student success in support of the Northern Marianas College mission.

Measures

Admissions and Records - Enrollment Services Outcome Set

Outcome

Outcome: PLO1

Students will demonstrate their understanding of registration process and procedures. (SLO)

Measure: Means of Assessment 1: Noel-Levitz Student Satisfaction Inventory.

Indirect - Survey

Details/Description:	Success Criteria 1: Reduce Registration Effectiveness Performance Gap by 0.56
Acceptable Target:	Reduce Registration Effectiveness Performance Gap by 0.56
Ideal Target:	Reduce Registration Effectiveness Performance Gap by 0.25
Implementation Plan (timeline):	1 year
Key/Responsible Personnel:	Director of Enrollment Services & Registrar

Measure: Means of Assessment 2: NMC Registration Survey.

Indirect - Survey

Details/Description:	Participants surveyed will be familiar with registration process & procedures.
Acceptable Target:	65% of participants surveyed will be familiar with registration process & procedures.
Ideal Target:	80% of participants surveyed will be familiar with registration process & procedures.
Implementation Plan (timeline):	1 year
Key/Responsible Personnel:	Director of Enrollment Services

Personnel: & Registrar

Outcome: PLO2

OAR.PLO.2: Students will enhance their computer skills by successfully submitting admissions applications and other forms electronically.

Measure: Frequency of Electronic Documents

Indirect - Survey

Details/Description: Means of Assessment 1: OAR will measure the frequency of documents submitted electronically in comparison to the previous semester.

Acceptable Target: Success Criteria 2: Admissions applications and other forms received electronically will increase by 10%

Ideal Target: Success Criteria 2: Admissions applications and other forms received electronically will increase by 30%

Implementation Plan (timeline): 1 year

Key/Responsible Personnel: Director of Enrollment Services & Registrar

Outcome: PLO3

OAR.PLO.3: Students will be able to navigate the transcript request process online.

No measures specified

Outcome: PLO4

OAR.PLO.4: OAR will increase student satisfaction with the services provided. (AUO)

No measures specified

SUMMARY OF DATA

Finding per Measure

Admissions and Records - Enrollment Services Outcome Set

Outcome

Outcome: PLO1

Students will demonstrate their understanding of registration process and procedures. (SLO)

Measure: Means of Assessment 1: Noel-Levitz Student Satisfaction Inventory.

Indirect - Survey

Details/Description:	Success Criteria 1: Reduce Registration Effectiveness Performance Gap by 0.56
Acceptable Target:	Reduce Registration Effectiveness Performance Gap by 0.56
Ideal Target:	Reduce Registration Effectiveness Performance Gap by 0.25
Implementation Plan (timeline):	1 year
Key/Responsible Personnel:	Director of Enrollment Services & Registrar

Findings for Means of Assessment 1: Noel-Levitz Student Satisfaction Inventory.

No Findings Added

Measure: Means of Assessment 2: NMC Registration Survey.

Indirect - Survey

Details/Description:	Participants surveyed will be familiar with registration process & procedures.
Acceptable Target:	65% of participants surveyed will be familiar with registration process & procedures.
Ideal Target:	80% of participants surveyed will be familiar with registration process & procedures.
Implementation Plan (timeline):	1 year
Key/Responsible Personnel:	Director of Enrollment Services & Registrar

Findings for Means of Assessment 2: NMC Registration Survey.

No Findings Added

Outcome: PLO2

OAR.PLO.2: Students will enhance their computer skills by successfully submitting admissions applications and other forms electronically.

Measure: Frequency of Electronic Documents

Indirect - Survey

Details/Description:	Means of Assessment 1: OAR will measure the frequency of documents submitted electronically in comparison to the previous semester.
Acceptable Target:	Success Criteria 2: Admissions applications and other forms received electronically will increase by 10%
Ideal Target:	Success Criteria 2: Admissions applications and other forms received electronically will increase by 30%
Implementation Plan (timeline):	1 year
Key/Responsible Personnel:	Director of Enrollment Services & Registrar

Findings for Frequency of Electronic Documents

No Findings Added

Outcome: PLO3

OAR.PLO.3: Students will be able to navigate the transcript request process online.

No measures specified

Outcome: PLO4

OAR.PLO.4: OAR will increase student satisfaction with the services provided. (AUO)

No measures specified

Overall Recommendations

No text specified

Overall Reflection

No text specified

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT