

Assessment Plan

Guam Community College

AAD Support Staff (Archive)

Mission Statement: The AAD Support Staff seeks to strengthen and improve the academic related services provided to our external and internal customers.

Vision Statement: The unit envisions that every member of the AAD Support Staff should be technologically proficient in order to achieve a more effective and efficient customer service, whether directly or indirectly, to the students whom we serve.

No Outcomes Description defined for this Assessment Unit.

Accommodative Services

Mission Statement: Through its actions, the Office of Accommodative Services seeks to create a climate, at Guam Community College, where all students regardless of accommodative needs become increasingly active participants in their educational experience.

Vision Statement: The Office of Accommodative Services envisions that students with disabilities will have equal access to successful participation and completion of quality education at Guam Community College, to prepare them for the global dynamic career and technical workforce development.

Outcome Description: Increasing interaction and training with faculty and departments.

SSUO#1 FA2009 - SP2011:

To provide support, resources, and training for faculty regarding disability and teaching students with disability.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
To conduct pre and post survey to faculty. Prior to the training, faculty will be given pre-survey regarding accomodation services, disability and teaching student's with disability. After the training, the faculty will be given the same post survey. Type of Artifact/Instrument/Rubric/Method/Tool: Employee-Faculty Satisfaction Survey Related Documents: Survey.pdf	The goal of the training is to increase faculty knowledge. The faculty will have 50% increase of their knowledge from their pre test.	2010 Professional Development Day and updated resources emailed to faculty.	Yes

Related Activities

- Collaboration with Community Partners

Related Tasks

* Task Name: Disability Training for Faculty and Services Providers

Task Description: Office of Accommodative Services is collaborating with DVR, DOE, and UOG to develop 6 weeks disability training for faculty and service providers.

Related Goals

Guam Community College

* Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.

Accommodative Services

- * Program/Unit Level - To provide training for staff and faculty to ensure they have the knowledge and enteract with students with disabilities.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Ensure students with disabilities receive appropriate academic accommodations and services to empower the students to succeed in their course and study.

Outcome Description: Program Services

SSUO#3 FA2009-SP2011:

Students receiving accommodations and additional support services will increase or maintain their GPA. 50% of the total students receiving academic accommodations will maintain and/or imporve their GPA to a 2.0 or better.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Develop inventory of services database and monitor student's GPA. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	At least 20% of students will maintain or increase their GPA.		Yes

Related Activities

- Monitor student progress

Related Tasks

- * Task Name: Tracking students accommodations and services

Task Description: OAS will track the following information: age, gender, tutition sources, disorder, GPA, and other agencies involvement.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)
Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Provide adequate support of program growth.

Accommodative Services

- * Program/Unit Level - Program Effectiveness: The goal for OAS (Office of Accommodation Services) is to strengthen the evaluation component of the program, and utilize the information to enhance OAS and its services
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Maintain the college's academic and vocational standards. Ensure that GCC courses, programs, services, activities and facilities when viewed in their entirety, are offered in the most integrated and appropriate settings.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Ensure students with disabilities receive appropriate academic accommodations and services to empower the students to succeed in their course and study.

Outcome Description: Services and polices related to student with disability.

SSUO#2 FA2009-SP2011:

Last semester, 66 disability verification was created for students, however only 42 students picked up their disability verification. The goal is to have all students pick up their disability verification starting Spring 2010.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Monitoring Log. We will create monitoring log each semester. The monitoring log will have the date of notification to pick up disability verification, date when students picked up their disability verification, and comments section. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	100% student will pick up their disability verification.		Yes

Related Activities

- Monitor student progress

Related Tasks

- * Task Name: Disability Verification

Task Description: To monitor how many students picked up their disability verification through email notifications versus how many students were hand delivered their disability verification

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)
Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide support for institutional learning outcomes.

Accommodative Services

- * Program/Unit Level - To ensure students with disabilities receive appropriate academic accommodations and services to empower the students to succeed in their course of study.

Outcome Description: Reasonable Accommodations for Students With Disabilities

FY2011-SP2013 SSUO#1:

Students with disabilities who are registered with the Office of Accommodative Services will receive reasonable academic accommodations in the classroom to address learning barriers in order to access the educational materials at Guam Community College.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop SSUO#1 reflects the ISMP goal of student learning outcome. By providing reasonable academic

down list above: accommodations, students with disabilities are accessing academic information to support their learning outcome.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Students with disabilities will provide their Approved Academic Accommodations Form (AAAF) to their instructors so that the accommodations will be provided to them. Students with disabilities will have the instructors sign the Faculty Signature Form and return this form to OAS. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: AAAF Request for Accommodation Form Faculty Signature Copy Revised.pdf	100% of students registered with the Office of Accommodative Services who are eligible for reasonable accommodations will be provided with some sort of reasonable accommodations in the classroom. They will be provided with their AAAF to deliver to their instructors, students will also provide to OAS their faculty signature form.	Copies of AAAF and Faculty Signature Form will be filed in students' folder and recorded so we know how many students are picking their AAAF and returning their Faculty Acknowledgment form.	Yes

Related Activities

- Monitor student progress

Related Tasks

- * Task Name: Accommodation Request Form

Task Description: Students who want to receive accommodations on campus must request with the Office of Accommodative Services. They must complete the Accommodation Request Form.

- * Task Name: Approved Academic Accommodations Form (AAAF)

Task Description: Complete Approved Academic Accommodations Form (AAAF)

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so

they can have the necessary abilities to meet the needs of the community.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Provided support for institutional learning outcomes.

Accommodative Services

- * Program/Unit Level - To ensure students with disabilities receive appropriate academic accommodations and services to empower the students to succeed in their course of study.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure students with disabilities receive reasonable academic accommodations, services, and assistive technologies needed to support their learning experience in order to empower the students to succeed in their course and study.

Outcome Description: Maintaining and Improving Grade Point Averag (GPA)

FY2011-2013 SSUO#2:

Students with disabilities who are receiving reasonable academic accommodations an additional support service will increase or maintaining their GPA. 50% of the total students with disabilities receiving reasonable academic accommodations will maintain and/or improve their GPA to a 2.0 or better.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop SSUO#2 relates to ISMP goal in using assessment results for accountability and program improvement.

down list above: Students maintaining their GPA is part of their assessment in pursuing education.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
OAS will monitor student progress by obtaining progress reports from instructors. OAS will also review and compile the GPA at the end of the semester. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: Student Progress Report - 2.pdf Student GPA Form.pdf	50% of the students receiving reasonable academic accommodations will receive at GPA of 2.0 or better by the end of each semester.	OAS will request for students' progress reports by mid semester or just after mid term, and also gather the students' GPA at end of semester.	Yes

Related Activities

- Monitor student progress

Related Tasks

- * Task Name: Progress Reports

Task Description: OAS will request student progress around midterm to follow up on students' academic performance in class.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Provided support for institutional learning outcomes.

Accommodative Services

- * Program/Unit Level - To ensure students with disabilities receive appropriate academic accommodations and services to empower the students to succeed in their course of study.

Outcome Description: High Tech Center

FY2011-2013 SSUO#3:

Students with disabilities will be able to have a high tech center equipped with assistive technology, learning software, and auxiliary aids and services to address learning barriers in order to access educational materials at Guam Community College.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/12/2012

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop SSUO#3 relates to the ISMP goal that allows programs and services to identify, analyze, and use assessment
down list above: results for accountability and program improvement.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Request additional funding from local budget, seek grant funding and donations, to fund this high tech center for students with disabilities. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	90% of students registered with OAS will have access to this high tech center to utilize the assistive technology, learning software, auxiliary aids and services to enhance their learning and access educational information to address learning barriers.	Include in the new budget year 2012-2013 local budget, research for grant funding, solicit donations from private donors, follow up on Memorandum of Agreement with DISID regarding funding for equipments and assistive technology.	Yes
Once there is money to fund such center, students with disabilities using this center will be required to sign in and out using a log sheet that they are using the center. They will also identify the type of AT devices that they are using to address their learning barriers. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	Evaluation will be done on the center users to determine their level of satisfaction to using the center.	Evaluation will be done on a semester basis to determine the level of students usage and their support for such center.	Yes

Related Activities

- Funding Resources

Related Tasks

- * Task Name: Funding Research

Task Description: Research on grants, donations, and follow up on Memorandum of Agreement with DISID regarding funding for computer equipments and assistive technology.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Accommodative Services

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure students with disabilities receive reasonable academic accommodations, services, and assistive technologies needed to support their learning experience in order to empower the students to succeed in their course and study.

Accounting Clerk Certificate (Archive)

Mission Statement: The mission of the Accounting program is to develop an accounting workforce reflecting the needs arising from the continual changing economic business environment in the Guam community and the region.

Note: Program was deleted May 22, 2006.

Vision Statement: The program envisions to produce accounting graduates who are knowledgeable and skillful in generally accepted accounting principles so that they will meaningfully contribute to the financial record keeping and management of their respective organizations.

No Outcomes Description defined for this Assessment Unit.

Accounting AS

Mission Statement: The mission of the Accounting program is to develop an accounting workforce reflecting the needs arising from the continual changing economic business environment in the Guam community and the region.

Vision Statement: The program envisions to produce accounting graduates who are knowledgeable and skillful in generally accepted accounting principles so that they will meaningfully contribute to the financial record keeping and management of their respective organizations.

No Outcomes Description defined for this Assessment Unit.

Admissions & Registration

Mission Statement: Our mission is to provide admissions, registration, record-keeping, class schedule management, and academic support to students, faculty, and staff in a convenient, responsive, and accurate manner using advanced technology combined with a customer-service focused attitude.

Vision Statement: The Admissions and Registration Office will be a leader in technology by providing our staff and customers the necessary tools to conduct business with the Admissions and Registration Office. We envision it to be a center of excellence in customer service provided by well trained, caring, and motivated employees.

Outcome Description: AY07-08 AUO#1 Customer Service To Students

The department will provide competent, timely and accurate service to the student population it serves on a daily basis.

Outcome Type: AUO

Start Date: 04/10/2008

End Date: 03/31/2009

Outcome Status: No longer a desired outcome

Means of Assessment

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>The department will arrange to interview a group of students (n=12) from the enrolled population. The group will be stratified with an even number of declared, undeclared and adult high school students.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Focus Group</p>	At a minimum 70% of students interviewed will be satisfied or very satisfied with the delivery service they have received from department either face-to-face or on-line.	The focus group will be completed by the end of October 2008.	No

Related Tasks

* Task Name: Student Focus Group questionnaire

Task Description: A questionnaire will be utilized to collect feedback from all student focus group participants regarding their experiences with Admissions & Registration.

Related Goals

Admissions & Registration

* Program/Unit Level - GOAL#2

Data Quality Assurance:

The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.

Outcome Description: AY07-08 AUO#2 Customer Service To Employees

The department will provide competent, timely and accurate service to employees on a daily basis.

Outcome Type: AUO

Start Date: 04/10/2008

End Date: 03/31/2009

Outcome Status: No longer a desired outcome

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>The department will arrange to interview a group of employees (n=12) from the enrolled population. The group will be stratified with an even number of declared, undeclared and adult high school students.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Focus Group</p>	At a minimum 70% of employees interviewed will be satisfied or very satisfied with the delivery service they have received from department either face-to-face or on-line.	The focus group will conducted and completed by October 31, 2008.	Yes

Related Goals

Admissions & Registration

* Program/Unit Level - GOAL#2

Data Quality Assurance:

The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.

Outcome Description: AY07-08 AUO#3 Departmental Training Plan

The registrar will develop and implement an annual department training plan and individual training plan for each staff member.

Outcome Type: AUO

Start Date: 04/10/2008

End Date: 03/31/2009

Outcome Status: No longer a desired outcome

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Department Training Policy and individual training plans.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool:</p>	100% of all employees will have an individual training plan developed based on employee	The training plans will be developed and completed by September 30, 2008.	Yes

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Training Plan	need and department need. Each plan will be consistent with training needs identified in the employee's most recent evaluation.		

Related Goals

Admissions & Registration

- * Program/Unit Level - GOAL#2

Data Quality Assurance:

The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.

Outcome Description: FA09-SP11 AUO#1 Employee Training

Each employee of the office will create and complete a job-related, individual training plan.

Outcome Type: AUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Documentation showing successful completion of each component of an employee's training plan. Type of Artifact/Instrument/Rubric/Method/Tool: Training Plan Related Documents: Individual Training Plan-AY2010-2011.pdf	80% of all employees will create an individual training plan complete or exceed their plan department need.	Annually each fall.	Yes

Related Activities

- Employee Training Plans
- Training completion documentation

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.

Admissions & Registration

- * Program/Unit Level - GOAL#1
Employee Skill and Professional Competency:
The college's most valuable resource is it well trained employees. Employees who are skilled, knowledgeable, and educated can provide a higher level of customer service and a better work product.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide registration and other related services within designated guidelines.

Outcome Description: FA09-SP11 AUO#2 Data Quality Assurance

The office will maintain up-to-date and secure student data files and make this information available as appropriate and in compliance to FERPA regulations, local laws and College policies.

Outcome Type: AUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>The office will lead the effort to review, update and disseminate the College's Data Entry Standards policy. Also, the office will conduct a random sampling of new and existing records to determine if records are accurate and complete. Lastly, a revision of all forms must be completed.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)</p> <p>Related Documents: Personal_Information_Form.pdf GCC_Data_Entry_Standards-v1_2(APPROVED).pdf </p>	Over 80% of records examined will be found to be accurate and complete, and 75% of all forms provided by the office will be revised.	Data quality assurance will take place through the year, continuously. The forms will be revised no later than March 31, 2010.	Yes

Related Activities

- Data Entry Standards Sub-Committee
- Data Quality & Analysis Documentation

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.

Admissions & Registration

- * Program/Unit Level - GOAL#2
Data Quality Assurance:
The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.

Outcome Description: FA09-SP11 AUO#3 FERPA Training

The office will conduct training and an awareness campaign on campus to inform faculty, administrators and staff about the Family Educational Rights and Privacy Act.

Outcome Type: AUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Training Sign-in sheets, and copies of what is displayed on the web and in print format. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: How to Access Federal Regulations Online.pdf	80% of offices and departments responsible for entering or reviewing person, non-person, or student data will receive training in FERPA regulations.	Once per academic year.	Yes

Related Activities

- FERPA Training Sign-In Sheets

Related Goals**Guam Community College**

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

Academic Affairs Division (AAD)

* Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

* Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Admissions & Registration

* Program/Unit Level - GOAL#3

Proper Record Management:

The security of student data is a primary concern especially since it has a direct impact on a student's ability to graduate, transition to higher degree, or secure employment.

Outcome Description: Data Security

FA11-SP12 AUO#1

Assure that student records are centralized, maintained, and secured by Admissions & Registration Office.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Pertinent memorandums assigning all ?silo? record keeping to Admissions & Registration and documents relative to efforts ensuring access to student records is secure. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	100% of all Banner student PINs conform with College policy regarding password format and strength.	March 2012	Yes

Related Tasks

* Task Name: Records Centralization

Task Description: Ensure all academic records and the release of that information is centralized with Admissions and Registration

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

* Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Admissions & Registration

* Program/Unit Level - GOAL#1

Employee Skill and Professional Competency:

The college's most valuable resource is its well trained employees. Employees who are skilled, knowledgeable, and educated can provide a higher level of customer service and a better work product.

* Program/Unit Level - GOAL#2

Data Quality Assurance:

The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.

* Program/Unit Level - GOAL#3

Proper Record Management:

The security of student data is a primary concern especially since it has a direct impact on a student's ability to graduate, transition to higher degree, or secure employment.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Provide registration and other related services within designated guidelines.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Enter and generate complete and accurate student information as reflected in the database.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Ensure that services are provided in a prompt and timely manner.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide registration and other related services within designated guidelines.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Enter and generate complete and accurate student information as reflected in the database.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Ensure that services are provided in a prompt and timely manner.

Outcome Description: Data Quality Assurance

FA11-SP12 AUO#2

The office will maintain up-to-date student data files and make this information available as appropriate and in compliance to FERPA regulations, local laws and College policies.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The office will update and disseminate the College's Data Entry Standards policy. Also, the office will conduct a random sampling of new and existing records to determine if records are accurate and complete. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	Over 80% of records examined will be found to be accurate and complete.	Data quality assurance will take place through the year, continuously. The revision and distribution of data Entry Standards will be no later than March 31, 2012.	Yes

Related Activities

- Data Entry Standards Sub-Committee
- Data Quality & Analysis Documentation

Related Tasks

- * Task Name: Data Entry Standards Update

Task Description: Update the college's Data Entry Standards

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Admissions & Registration

- * Program/Unit Level - GOAL#1
Employee Skill and Professional Competency:
The college's most valuable resource is its well trained employees. Employees who are skilled, knowledgeable, and educated can provide a higher level of customer service and a better work product.
- * Program/Unit Level - GOAL#2
Data Quality Assurance:
The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.
- * Program/Unit Level - GOAL#3
Proper Record Management:
The security of student data is a primary concern especially since it has a direct impact on a student's ability to graduate, transition to higher degree, or secure employment.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide registration and other related services within designated guidelines.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Enter and generate complete and accurate student information as reflected in the database.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Ensure that services are provided in a prompt and timely manner.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide registration and other related services within designated guidelines.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Enter and generate complete and accurate student information as reflected in the database.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Ensure that services are provided in a prompt and timely manner.

Outcome Description: FERPA Training

FA11-SP12 AUO#3

The office will conduct training and an awareness campaign on campus to inform faculty, administrators and staff about the Family Educational Rights and Privacy Act.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Training Sign-in sheets, and copies of what is displayed on the web and in print format. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	100% of offices and departments responsible for entering or reviewing person, non-person, or student data will receive training in FERPA regulations. Also, 80% of all persons with access to student information have either participated in FERPA training or have viewed posted information regarding FERPA.	Once per academic term; Fall and Spring terms only.	Yes

Related Activities

- FERPA Training Sign-In Sheets
- Training completion documentation

Related Tasks

- * Task Name: Awareness and Training

Task Description: Promote awareness of FERPA and related policies using online resources.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Admissions & Registration

- * Program/Unit Level - GOAL#1

Employee Skill and Professional Competency:

The college's most valuable resource is its well trained employees. Employees who are skilled, knowledgeable, and educated can provide a higher level of customer service and a better work product.

- * Program/Unit Level - GOAL#2

Data Quality Assurance:

The completeness and accuracy of student data is a primary concern especially as it is highly regulated by federal regulation, Family Education Right and Privacy Act. Also, it will assist the college with its reporting needs.

- * Program/Unit Level - GOAL#3

Proper Record Management:

The security of student data is a primary concern especially since it has a direct impact on a student's ability to graduate, transition to

higher degree, or secure employment.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide registration and other related services within designated guidelines.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Enter and generate complete and accurate student information as reflected in the database.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Ensure that services are provided in a prompt and timely manner.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide registration and other related services within designated guidelines.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Enter and generate complete and accurate student information as reflected in the database.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Ensure that services are provided in a prompt and timely manner.

Adult Education Program (Basic Skills)

Mission Statement: The mission of the Adult Education Programs is to introduce adult learners to the English language (ESL), prepare them to obtain their GED or Adult High School Diploma, and assist them to transition into postsecondary career and technical education programs.

Vision Statement: The vision of the Adult Education Programs is to prepare adult learners to achieve their educational, career, and quality of life goals.

No Outcomes Description defined for this Assessment Unit.

Adult Education Program - (AHS Diploma)

Mission Statement: The mission of the Adult Education Programs is to introduce adult learners to the English language (ESL), prepare them to obtain their GED or Adult High School Diploma, and assist them to transition into postsecondary career and technical education programs.

Vision Statement: The vision of the Adult Education Programs is to prepare adult learners to achieve their educational, career, and quality of life goals.

No Outcomes Description defined for this Assessment Unit.

Adult Education Program - (ESL)

Mission Statement: The mission of the Adult Education Programs is to introduce adult learners to the English language (ESL), prepare them to obtain their GED or Adult High School Diploma, and assist them to transition into postsecondary career and technical education programs.

Vision Statement: The vision of the Adult Education Programs is to prepare adult learners to achieve their educational, career, and quality of life goals.

No Outcomes Description defined for this Assessment Unit.

AIER/CCA

Mission Statement: It is the mission of the Committee of College Assessment (CCA), in conjunction with the Office of Assessment and Institutional Effectiveness (AIE), to build and sustain a campus-wide culture of evidence which promotes, fosters and improves student learning outcomes at the course, program and institutional levels.

Vision Statement: The CCA envisions a well-informed college community united in the belief that sound assessment practice is grounded in external accountability and internal improvement.

No Outcomes Description defined for this Assessment Unit.

Apprenticeship Training

Mission Statement: To help train and develop a local workforce of skilled laborers by coordinating the delivery of academic training to apprentices.

Vision Statement: To help train and develop a local workforce of skilled laborers by coordinating the delivery of academic training to apprentices.

Outcome Description: AUO#1 Increase Employer Participation

FA11-SP13 AUO#1:

To increase employer participation in the Apprenticeship Program from 35 to 45.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop down list above: The GCC Annual Report will show the number of employers participating in the program.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The Quarterly Report will document the number of employer participants In the Apprenticeship Program. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: July- Sept 2011 Quarterly Report.pdf	There will be a 10% increase of active employers registered with the program.	The Quarterly Report will document the number of employer participants in the Apprenticeship Program.	Yes

Related Activities

- Quarterly Report

Related Tasks

- * Task Name: Terry Barnhart, Program Specialist

Task Description: Identify new employers when their Apprenticeship standards are approved by the US Department of Labor.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Update board's professional development plan to provide for continuous education for board members.

School of Trades & Professional Services (TPS)

- * School Level - Provide the necessary support for all courses in terms of equipment and supplies.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Supply assistance for institutional learning outcomes.

Apprenticeship Training

- * Program/Unit Level - To contribute to workforce development in the region.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To increase employer participation in the apprenticeship program from 35 to 45.

Outcome Description: AUO#2 Increase Apprentice Completers

FA11-SP13 AUO#2:

To increase the number of apprenticeship completers from 15 to 20 per year.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop down list above: The GCC annual report will show the number of apprenticeship completers.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The Quarterly Report will document the number of apprenticeship completers. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: July- Sept 2011 Quarterly Report.pdf	7% of 274 apprentices will receive their completion certificates.	The Quarterly Report will document the number of apprentices that completed their training.	Yes

Related Activities

- Quarterly Report

Related Tasks

- * Task Name: Terry Barnhart, Program Specialist

Task Description: Identify and record all apprentice completers when approved by the U.S. Secretary of Labor.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)
Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Update board's professional development plan to provide for continuous education for board members.

School of Trades & Professional Services (TPS)

- * School Level - Provide the necessary support for all courses in terms of equipment and supplies.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Supply assistance for institutional learning outcomes.

Apprenticeship Training

- * Program/Unit Level - To contribute to workforce development in the region.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To increase the number of apprenticeship completers from 15 to 20 per year.

Outcome Description: AUO#3 Increase the number of apprentices

FA11-SP13 AUO#3:

To increase the number of active apprentices in the program from 274 to 324.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop down list above: The GCC Annual Report will show the number of active apprentices enrolled in the program.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The Quarterly Report will document the number of apprentices participating in the program. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: July- Sept 2011 Quarterly Report.pdf	There will be an 18% increase in the number of active apprentices in the program.	The Quarterly report will document the number of apprentices in the program.	Yes

Related Activities

- Quarterly Report

Related Tasks

- * Task Name: Terry Barnhart, Program Specialist

Task Description: Identify and record all new apprentices in the quarterly report.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)
Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Update board's professional development plan to provide for continuous education for board members.

School of Trades & Professional Services (TPS)

- * School Level - Provide the necessary support for all courses in terms of equipment and supplies.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Supply assistance for institutional learning outcomes.

Apprenticeship Training

- * Program/Unit Level - To contribute to workforce development in the region.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To increase the number of active apprentices in the program from 274 to 324.

Assessment & Counseling

Mission Statement: To provide a wide range of services to assist students in attaining their academic, career and personal goals.

Vision Statement: We recognize that the challenges that accompany being in school can lead to personal problems, interpersonal difficulties, and emotional stress. The Counseling Department can support students in their experiences in pursuit of their education, by addressing their career related needs, by promoting healthy and positive behaviors, views, relationships, and personal growth in a safe, confidential, and supportive environment. We will hold to the highest professional and ethical standards as we provide counseling services to address these challenges. We aim to provide the opportunity to foster this development to a culturally, economically, racially and religiously-diverse student body.

Outcome Description: Choices Planner Interest Profiler

FA11-SP13 SSUO#1

To increase student utilization of the Interest Profiler in the "Choices Planner", a Career Information Delivery System (CIDS)

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMP Goal #2
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The department will generate a Choices Planner software report of the portfolio evaluation with the number of students utilizing the Interest Profiler in September 2012. Type of Artifact/Instrument/Rubric/Method/Tool: Portfolio Evaluation Related Documents: Choices Portfolio Evaluation Report	After establishing a baseline of Choices Planner software Interest Profiler users, the department will increase the student usage by 10%.		Yes

Related Tasks

- * Task Name: All Postsecondary counselors

Task Description: Discussed SSUO#1 for 2011-2013 assessment cycle.

- * Task Name: All Postsecondary counselors

Task Description: Postsecondary counselors will assist students with utilizing the Interest Profiler in the Choices Planner.

- * Task Name: Troy Lizama and Sally Sablan

Task Description: The department will generate a Choices Planner software report on the number of students who have used the Interest Profiler during previous semesters. The information obtained will be used as the baseline data for this SSUO.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the

institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)

Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

* Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide appropriate administrative and technological support for student services and programs.

Assessment & Counseling

* Program/Unit Level - The department will implement activities that will develop students' skills and/or increase their awareness in areas affecting their personal and educational success.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

To provide activities for students to increase awareness in areas affecting their personal and educational success.

Outcome Description: Assessment & Counseling Department Direct Student Services

FA11-SP13 SSUO#2

To measure GCC employees' awareness of the Assessment & Counseling department's direct student services.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop ISMP Goal #2
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Instrument/Tool Name: GCC Employee Awareness Survey A survey of college employees will be conducted to measure employee awareness of counseling services for students. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: GCC Employee Awareness Survey	At least 75% of the employee respondents will accurately identify at least three direct student services provided by the Assessment & Counseling department postsecondary career counselors for postsecondary programs and adult high school program students.	Tentative Date for survey dissemination: November 2011 Revised Date for survey dissemination: March 2012	Yes

Related Activities

- Surveys

Related Tasks

- * Task Name: All Postsecondary Counselors
Task Description: Discuss context and focus of SSUO #2 and the feasibility of continuing for the new assessment cycle (Fall 2011 to Spring 2013)
- * Task Name: Karen Sablan
Task Description: Draft language for SSUO #2 for the Assessment Plan, get input from postsecondary counselors, and input into TracDat.
- * Task Name: Karen Sablan
Task Description: In coordination with the department members, modify the survey instrument to be administered to the employees.
- * Task Name: Patricia Terlaje
Task Description: Upload modified and finalized survey for employees into Survey Monkey.
- * Task Name: Patricia Terlaje and Karen Sablan
Task Description: Survey Dissemination via email addresses.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:
This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide adequate support of program growth.

Assessment & Counseling

- * Program/Unit Level - The department will determine if current mediums are useful tools to promote awareness of counseling services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To develop and implement a marketing plan /strategy to increase the awareness of counseling services offered for students among the college faculty, administrators, and staff.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To ensure ongoing review and evaluation of counseling services, programs, and initiatives occur.

Outcome Description: Awareness and Understanding of Postsecondary Programs and Transition Process

FA11-SP13 SSUO#3:

Presentations by GCC secondary Career Counselors will increase GDOE students' awareness and understanding of GCC's postsecondary programs and of the process of transitioning to postsecondary studies at GCC.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

**Notes from the pull/drop ISMP Goal #2
down list above:**

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Survey assessing presentation participants' awareness of GCC's postsecondary programs, and of the process of transitioning to them. Type of Artifact/Instrument/Rubric/Method/Tool: Exit Interviews/Survey Related Documents: Career and Technical Education Programs Presentation Evaluation Form.docx	60% of presentation attendees will report that as a result of their attendance at a presentation, that they "agree" or "strongly agree" that their awareness of GCC's postsecondary programs has increased, and that their understanding of the process of transitioning to postsecondary studies at GCC has increased.	Data collection throughout fall 11 and spring 12.	Yes

Related Activities

- Secondary (CTE) Informational Presentations
- Student Surveys
- Workshops/presentations

Related Tasks

* Task Name: Collection and submission of data.

Task Description: Collecting presentation data; compiling data; submitting data into TracDat.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)

Students will demonstrate ability to access, assimilate and use information ethically and legally.

Academic Affairs Division (AAD)

* Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide appropriate administrative and technological support for student services and programs.

Assessment & Counseling

- * Program/Unit Level - The department will implement activities that will develop students' skills and/or increase their awareness in areas affecting their personal and educational success.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide activities for students to increase awareness in areas affecting their personal and educational success.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (Vocational Guidance Program)
To ensure ongoing review and evaluation of counseling services, programs, and initiatives occur.

Outcome Description: FA09-SP11 SSUO#1 Career Development Activities

SSUO#1 FA2009-2011:

To provide students with the knowledge and skills needed to meet their educational, career, and personal goals.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The department will conduct needs assessment surveys to determine the workshops/presentations of interest to students. Type of Artifact/Instrument/Rubric/Method/Tool: Needs Assessment Review/Plan Related Documents: Fall 2009 Student Needs Assessment	Out of 150 needs assessment surveys distributed, at least 100 will be completed and evaluated.	October 2009 through January 2010	Yes
The department will conduct evaluations after each workshop/class presentation presented by the counselors and guest speakers. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training Related Documents: Workshop/Presentation Evaluation form	At least 80% of the workshop/class presentations participants will be able to list at least three (3) usable knowledge and skills gained to meet their educational, career, and or personal goals.	Spring 2010	Yes

Related Activities

- Student Surveys

Related Tasks

- * Task Name: Patricia Terlaje and Sally Sablan

Task Description: The department will develop and administer the student needs assessment. Based on the needs assessment results, the department will conduct evaluations after each workshop/class presentation presented by the counselors and guest speakers.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.
- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support

services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Assessment & Counseling

- * Program/Unit Level - The department will implement activities that will develop students' skills and/or increase their awareness in areas affecting their personal and educational success.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Provide activities for students to increase awareness in areas affecting their personal and educational success.

Outcome Description: FA09-SP11 SSUO#2 Marketing of Direct Student Services Provided by the Assessment & Counseling Department.

SSUO#2: FA2009-2011

To develop and implement a plan to market the various direct student services provided by the department as a means to expand awareness of GCC employees of these services.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>After the development of a marketing plan to increase awareness of counselor services among college employees and dissemination of information to college employees; a survey of college employees will be conducted to measure employee awareness of counseling services for students.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Employee-Faculty Satisfaction Survey</p> <p>Related Documents: SP10 SSUO2 counseling services survey 02 17 10.doc</p>	<p>At least 75% of the employee respondents will accurately identify at least three direct student services provided by the Assessment & Counseling department postsecondary career counselors for postsecondary programs and adult high school program students.</p>	<p>The marketing plan will be developed during the Fall 2009 and Spring 2010 semesters. Information will then be disseminated during the first couple of months during the Spring 2010 semester. The survey to measure employee awareness of counselor services for students will then be conducted no later than the first week of May 2010. This instrument will be developed by February 2010.</p>	<p>Yes</p>

Related Activities

- Surveys

Related Tasks

- * Task Name: Karen Sablan & Tony Roberto

Task Description: In coordination with the department members, Karen and Tony will draft and develop the survey instrument to be administered to the employees.

- * Task Name: Karen Sablan & Tony Roberto

Task Description: Develop marketing plan of direct student services offered by the department in collaboration with department members.

- * Task Name: Karen Sablan & Tony Roberto
Task Description: Develop a process and timeline for department implementation of the marketing plan. Target date: May 2010 target date.
- * Task Name: Karen Sablan & Tony Roberto
Task Description: Distribute and collect employee surveys after marketing plan implementation.
- * Task Name: Karen Sablan & Tony Roberto
Task Description: Compile data from employee surveys and upload into Trac Dat.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.
- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Assessment & Counseling

- * Program/Unit Level - The department will determine if current mediums are useful tools to promote awareness of counseling services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2:
Develop and implement a marketing plan/strategy to increase the awareness of counseling services offered for students among the college faculty, administrators, and staff.

Outcome Description: FA09-SP11 SSUO#3 Career and Technical Education Secondary Presentations

SSUO#3:
To increase GDOE students' awareness and understanding regarding the GCC Career and Technical Education programs offered at the secondary level so that students may use this awareness and understanding to aid them in selecting a career-related program at their high school.

Outcome Type: SSUO
Start Date: 10/12/2009
End Date: 03/14/2011
Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>A student focus group will be conducted with approximately five (5) students following the presentation to prospective GCC CTE program students. Only those students who completed the survey will participate in the focus group.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Focus Group</p>	Data will be gathered from all students participating in the student focus group.	A minimum of 2 presentations will be conducted at each high school during the academic year, from which at least one presentation will include a focus group.	Yes
<p>Surveys will be administered following presentations to prospective GCC CTE program students (at GDOE high schools with a career counselor)</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey</p> <p>Related Documents: GCC Career and Technical Education Presentation Survey</p>	60% of presentation attendees will report that as a result of their attendance at a presentation, that they "agree" or "strongly agree" that their awareness and understanding of the GCC career and technical educational programs offered at their high schools has increased.	A minimum of 2 presentations will be conducted at each high school during the academic year.	Yes

Related Activities

- AY09-10 Student Satisfaction Surveys
- Student Surveys

Related Tasks

* Task Name: Gary Hartz, Hernalin Analista, Rose Marie Nanpei, Arline Leon Guerrero

Task Description: Distribute to and collect surveys from identified student population. Compile data.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Assessment & Counseling

- * Program/Unit Level - The department/secondary counselors will broaden GPSS students understanding of GCC Career and Technical programs offered at the secondary level.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1 (Vocational Guidance Program)
To broaden Guam DOE high school students' understanding of GCC's Career Technical Education programs offered at the secondary
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2 (Vocational Guidance Program)
To coordinate with Guam DOE counselors to increase the number of students enrolled in GCC's secondary Career Technical Education programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3 (Vocational Guidance Program)
To ensure ongoing review and evaluation of counseling services, programs, and initiatives occur.

Automotive Body (Collision Repair & Refinishing Technology) Secondary

Mission Statement: The mission of the Auto-body program is to develop a skilled and competent auto-body workforce, based on industry needs, for the Guam community and the region.

Vision Statement: The program envisions producing auto-body graduates that will improve the quality of vehicle repair and service at their respective organizations

No Outcomes Description defined for this Assessment Unit.

Automotive Services Technology AS & Certificate

Mission Statement: The mission of the Automotive program is to develop a skilled and competent automotive workforce, based on industry needs, for the Guam community and the region.

Vision Statement: The program envisions producing automotive graduates that will improve the quality of vehicle repair and service at their respective organizations.

No Outcomes Description defined for this Assessment Unit.

Automotive Technology Certificate (Archive)

Mission Statement: Note: The hard AS & Certificate hard copies Assessment Plans approved on October 27, 2004 indicates the SLOs are identical.

No Outcomes Description defined for this Assessment Unit.

Automotive Technology Secondary

Mission Statement: The mission of the Automotive Secondary program is to develop a skilled and competent automotive workforce, based on industry needs, for the Guam community and the region.

Vision Statement: The program envisions producing automotive graduates that will improve the quality of vehicle repair and service at their respective organizations.

No Outcomes Description defined for this Assessment Unit.

Board of Trustees

Mission Statement: The Board of Trustees upholds the mission of Guam Community College through policy formulation and governance processes that shape, promote and strengthen the college as a premier vocational institution in the Pacific region.

Vision Statement: The BOT envisions a highly-respected, reputable, and community-supported two-year institution that addresses the changing needs of the workforce in Guam and the region through quality educational opportunities that lead to career success and lifelong learning.

Outcome Description: Membership Education¹

AUO #1 FA11-SP13:

Develop a comprehensive professional development plan that would provide for continuous education for board members.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMP, page 8, As stipulated in the BOT Policy 306, the Board of Trustees must also complete an assessment
down list above: plan and report as well as follow the College Assessment Cycle in consonance with the other constituents undergoing assessment at the College.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Ensure that new members of the Board are provided with training as soon as they take office so that they become familiar with their duties and responsibilities. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training	100% of new Board members will attend new board member orientation training and other workshops/conferences.	Annual conferences during the months of February and/or October	Yes

Related Activities

- Board Retreat

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)

Students will demonstrate mastery of critical thinking and problem-solving techniques.

ACCJC/WASC

- * STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Update board's professional development plan to provide for continuous education for board members.

Board of Trustees

- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Update board's professional development plan to provide for continuous education for board members.

Outcome Description: Board Assessment

AUO #2 FA11-SP13:

Continuous systematic assessment processes through Board retreats.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Retreat did not take place for FA2009-SP2011 due to schedule conflict of Board Members and was rescheduled down list above: for another time.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Training Schedule and attendance sign-in sheet for retreat. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: BOT Training Schedule Matrix - 2009 thru 2015.pdf	70% of Board members will attend scheduled retreat.	February 2012 - Joint Board Retreats (Board of Trustees and Foudation Board of Governors)	Yes

Related Activities

- Board Retreat

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)

Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Board of Trustees

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Budget & Contracts (Archive)

Mission Statement: The Budget Office is responsible for overseeing and supporting the College's budget development and budget management.

Note: AUO is combined with Business Office group eff. Dec. 2006

Vision Statement: The Budget and Contracts department will provide budget information, interpretation, and budget analysis for the college and its constituencies and will develop, recommend, communicate, interpret, and implement a budget policy for the college.

No Outcomes Description defined for this Assessment Unit.

Business Office

Mission Statement: The Business Office maintains the College's financial integrity by supporting the thoughtful allocation and management of institutional resources. The Business Office does this through the accurate recording of financial transactions, through providing timely reports on the College's financial condition, and through implementing, revising and maintaining internal controls for the College's resources.

Vision Statement: The vision of Business Office is to provide the opportunity for all members of the College community to participate in the thoughtful allocation and management of institutional resources.

Outcome Description: AUO#1 Update and Provide Financial Resources

FA11-SP13 AUO#1:

ISER 3D2 b. Appropriate financial information is provided throughout the institution. The Business Office will provide monthly financial reports to uphold educational programs by enhancing and working closely with the campus community.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop The self-study report identifies the flow of information that is provided through the participatory governance, **down list above:** internally to the BOT, to management, and the College community.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Monthly Financial reports will be disseminated to the College leadership (College Governing Council and Board of Trustees) indicating the status of the college's financial position. In addition, monthly local, federal, and other grant budget report will be provided to the Deans and Assistant Director of Planning Development. Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report	100% of reporting requirements will be disseminated to the campus community and the Board of Trustees. (The campus community is inclusive of representatives from students, faculties, deans, staffs, and administrators) Additionally, 100% of monthly reports will be posted on the GCC website.	Accountants will prepare and generate monthly financial status reports.	Yes
Business Office will conduct Banner Self Service training sessions on budget queries to faculty and staff to enable departments to meet institutional and instructional needs. Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report	80% of the administrative staff and faculty will be trained on Banner Self Service	Scheduled training sessions.	Yes

Related Activities

- Departmental Reporting

Related Tasks

* Task Name: Controller, General Accounting Supervisor and Accountants

Task Description: Accountants prepare and generate monthly financial reports.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

* Division Level - The Business and Finance Division supports the thoughtful allocation and management of the College's current financial resources through the operation of the Business Office [Program].

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (F&AD)

To ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Business Office

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Accurately account for college activity through keeping financial records in compliance with GAAP and US OMB circular requirements.

Outcome Description: AUO#2 Budget Monitoring and Performance

FA11-SP13 AUO#2:

ISER 3D1 d. The institution defines and follows its guidelines and processes for financial planning and budget development, with all constituencies having appropriate opportunities to participate in the development of institutional plans and budgets. The business office will provide financial information to departments based on funds appropriated and available by the Legislature and the Board of Trustees to better support student learning programs and services, the appropriate allocation and use of financial resources to internal stakeholders will be managed through the timeliness of budget allocations.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop down list above: The annual budget requests for the appropriated and non-appropriated funds will provide evidence of departmental level participation and review through the participatory governance. The actual appropriation public law will provide evidence to support budget allocations. The financial audit report will provide evidence of budget performance of how the College performed based on the resources available to it.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The budget allocation will be loaded on the Banner system (integrated database) in the appropriate object categories to facilitate the procurement process by individual departments. Departments will be notified of allocation before the beginning of the fiscal year to facilitate proper planning. Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report Related Documents: FY11_Budget_ORG_FUND_for_load[1].pdf	90% of the budget accounts will be available for use by the third week of the fiscal year.	Annually	Yes
Weekly monitoring of College's cash flow will determine the availability of funds for accountability. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: Cash Flow Nov 2011.pdf	Purchase Orders will be prioritized and processed within the cash available for the College during the fiscal year.	Daily	Yes
Annual review and the compilation of the budget requests will be submitted through the Resource, Planning and Facilities committee, the College Governing Council, and the Board of Trustees in a timely manner. For the FY12 Budget Request, see http://guamcc.edu/index2.php?option=com_docman&task=doc_view&gid=3429 . Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report Related Documents: Business_Office_budget_request[1].pdf	90% of the departments will submit their budget requirements for compilation before the end of the first quarter of the fiscal year for the budget submittal related to local appropriations. For the Non-Appropriated Accounts, 90% of the departments will submit by Feb. of the current fiscal year.	Annually	Yes
Annual budget training for department chairs, department heads, and administrators. Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report Related Documents: Budget_Planning_Process_Oct_2011[1].pdf FY2012_Budget_Preparation_Guidelines[1].pdf	An annual budget training and budget guidelines will be provided to department chairs, department heads, and administrators prior to the departmental budget request deadline.	Annually	Yes

Related Activities

- Budget Oversight

Related Tasks

* Task Name: Controller, General Accounting Supervisor & Administrative Assistant

Task Description: Compilation of departmental budget for management review and uploading to Banner system.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad

educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful allocation and management of the College's current financial resources through the operation of the Business Office [Program].
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (F&AD)
To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.

Business Office

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Assist college personnel in interaction with the Business Office and to ensure the integrity of fiscal operations and fiscal data through annual audit.

Outcome Description: AUO#3 Provide information to Stakeholders

FA11-SP13 AUO#3:

Per ISER 3D2 e. All financials resources including those from auxilliary activities, fund raising efforts, and grants are used with integrity in a manner consistent with the mission and goals of the institution. To support educational programs by providing quarterly financial reporting to internal and external stakeholders. The Business Office ensures that the college is in compliance with reporting requirements set forth by the Guam Legislature and federal grantors.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop The annual audit report will enhance this AUO by providing evidence of meeting this goal through an unqualified
down list above: clean audit and evidence that GCC is performing within its regulatory requirements. The quarterly financials posted online document the College's compliance with meeting regulatory timeframes and providing information to the campus community.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A review of the reporting requirements for GCC. Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report	The college will submit 100% of the required quarterly reports to the Legislature, Office of the Public Auditor, and the Executive Branch.	Quarterly	Yes
A review of the audited financial reports. Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report Related Documents: FY10 GCC Financial Audit Report.pdf FY10 GCC Compliance Audit Report.pdf	The audited financial reports will show compliance with federal and local requirements by determining "no questioned costs".	Annually	Yes

Related Activities

- Annual Audit
- Departmental Reporting

Related Tasks

- * Task Name: Controller & General Accounting Supervisor

Task Description: Reports will be compiled monthly and annually for reporting purposes.

Related Goals

Guam Community College

- * Institution Level - The College seeks to satisfy our major financial supporters and to make them proud of the manner in which our

mission objectives are met.

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful allocation and management of the College's current financial resources through the operation of the Business Office [Program].
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (F&AD)
To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.

Business Office

- * Program/Unit Level - To ensure the financial integrity of the College

Career Placement Center (Archive)

Mission Statement: Unit Mission Statement: (amended:AY06-07)(updated 10/2007)

The Career Placement Center's mission is to provide quality training and resources that support and prepare students for transition into their long-term career pathways, reflective of the community and industry needs of Guam and our region.

Vision Statement: Career Placement Center's vision is to be GCC students/alumni one-stop resource center for finding career opportunities in the most efficient way possible through the use of technology, qualified personnel, and available/accessible resources. (amended 10/5/07)

No Outcomes Description defined for this Assessment Unit.

CE&WD Department

No Outcomes Description defined for this Assessment Unit.

Center for Civic Engagement

Mission Statement: Our mission is to enhance student educational experiences through integration of academic study with active service, while encouraging civic involvement, community awareness and responsible leadership.

Vision Statement: The Center for Civic Engagement envisions students will become empowered - equipped with the skills, passion and initiative to make wise choices regarding educational opportunities, inside of and beyond the classroom. GCC's students will develop a sense of ownership over the college environment, working together to create a culture marked by commitments to high behavioral standards, involvement in campus life, participation in community service programs and a healthy voice in the campus governance process. These students ultimately will become productive citizens who are civically responsible and engaged.

Outcome Description: FA09-SP11 SSUO#1 SUPPORT INSTITUTIONAL LEARNING OUTCOME (ILO)

SSUO#1:

To provide support and assistance in fulfilling the institution's civic engagement requirements.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Quantitative: Documentation of the number of courses implementing Civic Engagement/Service-Learning (CE/SL) activities.	1. 10% increase in the number of courses integrating CE/SL. The baseline data from AY07-08 is n=28.	Data will be collected every semester per academic year.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Program/Course Mapping/Course Syllabi Review Related Documents: Spring 2009 Course Schedule.pdf Fall 2009 Course Schedule.pdf Presentation/workshop template.doc	2. 10% increase in the number of courses integrating service-learning activities will be identified in the "Schedule of Classes". The baseline data from Spring 2009 is n=10.		

Related Activities

- Faculty Training on Service Learning
- Grant Application
- Meeting with Faculty members.
- Service Learning Training for Students
- Training for Community Base Organizations

Related Tasks

* Task Name: Data Collection

Task Description: 1. 10% increase in the number of courses integrating CE/SL.

* Task Name: Service-learning (SL) indication data collection

Task Description: 2. 10% increase in the number of courses integrating service-learning activities will be identified in the "Schedule of Classes".

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)
Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Division Level - The Academic Affairs Division remains an integral part of Guam's economic development through the offering of quality educational programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.

Center for Civic Engagement

- * Program/Unit Level - Establish a system for student participation and leadership in civic engagement.

Outcome Description: FA09-SP11 SSUO#2 SERVICE-LEARNING IMPACT ON STUDENTS

SSUO#2:

To assess impact on service-learning on student learning

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Qualitative: Extrapolation of students reflections of service-learning experiences. 1. Student reflections will be categorized into whether they appreciated service-learning experience or not. Common themes will be recorded. 2. A pre- and post-survey will be given to students participating in service-learning to determine if there was a change in attitude towards this medium. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey Related Documents: micompact_postsurvey.pdf micompact_presurvey.pdf	1. 60% of students will report an appreciation of their CE/SL experience. (n=number of students' written reflection submitted to CCE at the end of each semester) 2. 60% of students will indicate a favorable attitude towards CE/SL activities in their learning experience. (n=number of pre- and post-surveys submitted to CCE)	Data will be collected every semester per academic year.	Yes

Related Activities

- Coordinating with Center for Student Involvement Office.
- Faculty Training on Service Learning
- Grant Application
- Meeting with Faculty members.
- Service Learning Training for Students
- Training for Community Base Organizations

Related Tasks

- * Task Name: Pre- and post-surveys data collection

Task Description: 2. A pre- and post-survey will be given to students participating in service-learning to determine if there was a change in attitude towards this medium.

- * Task Name: Student reflections data collection

Task Description: 1. Student reflections will be categorized into whether they appreciated service-learning experiences or not. Common themes will be recorded.

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

* Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

* Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Center for Civic Engagement

* Program/Unit Level - Establish a system for student participation and leadership in civic engagement.

Outcome Description: FA09-SP11 SSUO#3 WORKSHOPS FOR FACULTY

SSUO#3:

To conduct or coordinate CE/SL workshops for faculty.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
1. Keep a record of the number of faculty members and departments participating in CE/SL workshops and training. 2. Keep a record of the number and description of courses integrating CE/SL. 3. Collect workshop evaluations for improvement. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training Related Documents: Presentation Evaluation.doc Presentation/workshop template.doc P.L. 30-53.pdf	1. 10% increase in the number of faculty members participating in CE/SL training (AY07-08 baseline data is n=18). 2. 10% increase in the frequency of courses integrating CE/SL (AY07-08 baseline data is n=36). 3. 60% of workshop participants will rate the workshop very good to excellent. (n=number of submitted evaluations per presentation/workshop)	Data will be collected every semester per academic year.	Yes

Related Activities

- Faculty Training on Service Learning
- Meeting with Faculty members.

Related Tasks

- * Task Name: Data collection

Task Description: 1. 10% increase in the number of faculty members participating in CE/SL training.
2. 10% increase in the frequency of courses integrating CE/SL.

* Task Name: Workshop evaluation data collection

Task Description: 3. 60% of workshop participants will rate the workshop very good to excellent.

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)
Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division remains an integral part of Guam's economic development through the offering of quality educational programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Center for Civic Engagement

- * Program/Unit Level - Establish a faculty development and involvement process in civic engagement/service-learning, involving staff, students, and community members. (i.e. training, providing resources, assistance, incentives).

Outcome Description: SSUO#1 SUPPORT INSTITUTIONAL LEARNING OUTCOME (ILO)

FA11-SP13 SSUO#1:

To provide support and assistance in fulfilling the institution's civic engagement requirements.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop Engage in partnership with Community Based Organization (CBO), students will perform a service that provides
down list above: hands-on learning opportunities to complement classroom learning, connections between the academic material and the service experiences.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Documentations of the number of courses implementing Civic Engagement/Service-Learning (CE/SL) activities.</p> <p>Related Documents: FA2011 GCC Schedule of Classes</p>	<p>1. 20% increase in the number of courses integrating Civic Engagement/Service-Learning per semester.</p> <p>2. 20% increase in the number of courses integrating service-learning activities will be identified in the PDN Schedule of Classes or electronically in the GCC Banner per semester.</p>	<p>Will work with faculty throughout the semester to inform them about Service-Learning and encourage participation through email or schedule meeting with individual and or group of faculty.</p>	Yes

Related Activities

- Faculty Training on Service Learning
- Meeting with Faculty members.
- Service Learning Training for Students

Related Tasks

* Task Name: Data collection

Task Description: 1. 20% increase in the number of courses integrating Service-Learning per semester.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

* Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

- Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
- Provide adequate support of program growth.

Center for Civic Engagement

- * Program/Unit Level - Establish a system for student participation and leadership in civic engagement.

Outcome Description: SSUO#2 SUPPORT WORKSHOPS FOR FACULTY

FA11-SP13 SSUO#2:

To coordinate and conduct Civic Engagement/Service-Learning workshops for faculty.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop To provide information to faculties to develop Service Learning projects within their their course which will
down list above: enhance their students in extend learning experience beyond the classroom, improve student motivation and retention and allows for faculty to mentor students.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
1. Maintain a record of the number of faculty members participating in Civic Engagement/Service-Learning workshop presentation.	1. 10% increase in the number of faculty participating in Civic Engagement/Service-Learning workshop presentation per semester.	Throughout the semester presentation will be offered.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training			
Related Documents: FA11 SL Wkshop Presentation Schedule.pdf			

Related Activities

- Faculty Training on Service Learning
- Meeting with Faculty members.

Related Tasks

- * Task Name: Data Collection

Task Description: 1. 10% increase in the number of faculty participating in Service-Learning training.
2. 10% increase in the recurrence of courses integrating Service-Learning.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)
Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support

services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide adequate support of program growth.

Center for Civic Engagement

- * Program/Unit Level - Establish a system for student participation and leadership in civic engagement.

Outcome Description: SSUO#3 SERVICE-LEARNING IMPACT ON STUDENTS

FA11-SP13 SSUO#3:

To assess impact on student learning through service-learning.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop Students participating in service learning enhances learning of values, citizenship, and leadership skills; applies down list above: concepts from the classroom to their services; widens a sense of community and civic responsibility; and develops contacts within the community.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
1. Maintain a record of the number of student participating in Service-Learning. 2. Maintain a record of the number of reflection/poster/powerpoint turned in. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: Reflection Paper.pdf Service-Learning Letter Community Based Organization List	1. 20% increase in the number of student participating in Service-Learning per semester. 2. 20% increase in the number of Service-Learning reflection/poster/powerpoint presented per semester.	Throughout the semester Service -Learning opportunities will continuously be offered.	Yes

Related Activities

- Coordinating with Center for Student Involvement Office.
- Service Learning Training for Students

Related Tasks

- * Task Name: Data Collection

Task Description: Survey form is part of the Service-Learning Application documents that will be given to students during presentation, upon completion of Service-Learning projects/activities each student who participated will provide to Center for Civic Engagement staff a survey form with other documents.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide adequate support of program growth.

Center for Civic Engagement

- * Program/Unit Level - Establish a system for student participation and leadership in civic engagement.

Center for Leadership Studies (Archive)

Mission Statement: The Center For Leadership Studies (TCFLS) programs and activities are designed to provide students with skills essential to lead organizations and groups, to plan programs and tasks, and to work in collaboration with diverse populations.

PER 9-30-05 MEMO FROM TSS DEAN, THE ADMIN UNIT OUTCOMES FOR THIS PROGRAM WILL BE INCORPORATED WITH CAMPUS LIFE.

Vision Statement: The Center For Leadership Studies (TCFLS) programs and activities are designed to provide students with skills essential to lead organizations and groups, to plan programs and tasks, and to work in collaboration with diverse populations.

No Outcomes Description defined for this Assessment Unit.

Center for Learning & Instruction (Archive)

Mission Statement: Promoting teacher excellence.

Vision Statement: To provide information and resources that a majority of faculty find worthwhile.

No Outcomes Description defined for this Assessment Unit.

Center for Student Involvement

Mission Statement: The mission of the Center for Student Involvement office is to engage students in co-curricular campus and community activities that foster and promote leadership skills development; cooperation; diversity sensitivity; active participation in decisions that impact their educational experience; and desire to excel in their educational endeavors.

Admin Unit name was changed from Campus Life during Fall 2006 term.

Vision Statement: The Center for Student Involvement office envisions that students will demonstrate leadership skills through active participation in campus and community activities; develop and adopt social and leadership qualities during their academic life; and be empowered to understand and utilize their unified voice in addressing educational concerns.

Outcome Description: FA2009-SP2011 SSUO#1: - COPSA Officer & BOT Student Member Training

FA2009-SP2011 SSUO#1:

To support the newly elected STUDENT leaders by providing leadership training to prepare them for their new roles.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
1. Student leaders will complete annual Plan of Action for the upcoming year. 2. Evaluation Surveys will be conducted at the end of the training sessions. Type of Artifact/Instrument/Rubric/Method/Tool: Student Workshop/Conference Related Documents: 2009-2010 COPSA Plan of Action template for Assessment.pdf 2009 COPSA & BOT Training Eval.pdf	1. Annual Plan of Action will be completed before the start of the Fall semester incorporating the allotted Student Activity Fees for the school year. 2. At least 75% of the leaders elected will respond that they were satisfied with the training and have the knowledge and skills to effectively perform their duties.	Student leaders are elected and sworn in during the month of April. Training sessions are conducted once a month from May through August. Additional training sessions are conducted from December - January if necessary.	Yes

Related Activities

- Budget Hearings
- Handbooks
- Induction Ceremony
- Leadership Conference
- Training - COPSA Officer/BOT Student Member
- Training - Student Organization Officers/Advisors

Related Tasks

* Task Name: Barbara B.B. Leon Guerrero is assigned to perform this task.

Task Description: Design, organize and facilitate one-day leadership training sessions to be conducted once a month during the summer months.

* Task Name: Leadership Training

Task Description: Leadership training dates to be determined after incoming COPSA Officers and BOT Student Member are officially sworn in.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Center for Student Involvement

- * Program/Unit Level - Identify leadership skills development in students and provide activities where students can demonstrate leadership skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Provide coordinated guidance and resource system for all students and organizations involving students, faculty, and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PGR#2:
Promote the council on postsecondary student affairs (COPSA) as the representative voice for the student body to facilitate concerns to administration and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Identify leadership skills development in students and provide activities where students can demonstrate skills attained.

Outcome Description: FA2009-SP2011 SSUO#2: - Leadership Conferences

FA2009-SP2011 SSUO#2 :

To support students, based on outcomes of STUDENT surveys, by providing training opportunities for them to develop their leadership skills.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Conduct leadership surveys with STUDENTS to determine topics for the leadership conferences. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey	Survey at least 20% of current post secondary student population.	Survey will be conducted during the Spring semester.	Yes
Conduct leadership surveys with STUDENTS to determine topics for the leadership conferences. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey	Survey at least 20% of current post secondary student population.	Survey will be conducted during the Spring semester.	Yes
Related Documents: 2009-2010 SURVEY - Student Instrument.pdf			

Related Activities

- Leadership Conference
- Training - all students

Related Tasks

- * Task Name: Student Surveys

Task Description: Status: currently still collecting surveys from students. Once all surveys are collected, data compilation will begin.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

Center for Student Involvement

- * Program/Unit Level - Provide a well-coordinated guidance and resource system for all students and student organizations involving students, faculty and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Provide coordinated guidance and resource system for all students and organizations involving students, faculty, and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Identify leadership skills development in students and provide activities where students can demonstrate skills attained.

Outcome Description: FA2009-SP2011 SSUO#3: - Leadership Conferences

FA2009-SP2011 SSUO#3:

To support students, based on outcomes of FACULTY surveys, by providing training opportunities for them to develop their leadership skills.

Outcome Type: SSUO

Start Date: 10/08/2009

End Date: 03/10/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Conduct leadership surveys with FACULTY to determine topics for the leadership conferences.	Survey at least 20% of the faculty (includes full-time and adjunct faculty).	Survey will be conducted during the Spring semester.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Employee-Faculty Satisfaction Survey			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Conduct leadership surveys with FACULTY to determine topics for the leadership conferences. Type of Artifact/Instrument/Rubric/Method/Tool: Employee-Faculty Satisfaction Survey Related Documents: 2009-2010 SURVEY - Faculty - Instrument.pdf	Survey at least 20% of the faculty (includes full-time and adjunct faculty).	Survey will be conducted during the Spring semester.	Yes

Related Activities

- Leadership Conference
- Training - all students

Related Tasks

- * Task Name: Faculty Surveys

Task Description: Status: currently still collecting surveys from faculty. Once all surveys are collected, data compilation will begin.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

Center for Student Involvement

- * Program/Unit Level - Provide a well-coordinated guidance and resource system for all students and student organizations involving students, faculty and the community.

Outcome Description: FA2011 - SP2013 SSUO #1 COPSA Officer & BOT Student Member Training

FA2011 - SP2013 SSUO#1: To support the newly elected Student leaders by providing leadership training to prepare them for their new roles.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/15/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
1. Student leaders will complete a Plan of Action for AY2012-2013. 2. Evaluation surveys will be conducted at the end of the training sessions. Type of Artifact/Instrument/Rubric/Method/Tool: Student Workshop/Conference Related Documents: Student Leader Training Eval.pdf	1. Annual Plan of Action will be completed before the start of the Fall 2012 semester incorporating the allotted Student Activity Fees for AY2012-2013 . 2. At least 75% of the leaders elected will respond that they were satisfied with the training and have the knowledge and skills to effectively perform their duties.	Student leaders will be elected and sworn in during the month of March 2012. Training sessions are conducted once a month from May through August 2012. Additional training sessions are conducted from December - January if necessary.	Yes

Related Activities

- Training - COPSA Officer/BOT Student Member

Related Tasks

* Task Name: COPSA Officer / BOT Student Member Training

Task Description: Design, organize and facilitate one-day leadership training sessions to be conducted once a month during the summer months.

* Task Name: Leadership Training

Task Description: Leadership training dates to be determined after newly elected COPSA Officers and BOT Student Member are officially sworn in.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

Academic Affairs Division (AAD)

* Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

* STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Center for Student Involvement

- * Program/Unit Level - Provide a well-coordinated guidance and resource system for all students and student organizations involving students, faculty and the community.
- * Program/Unit Level - Promote the Council On Postsecondary Student Affairs (COPSA) as the representative voice for the student body to facilitate student concerns to the GCC administration and community and to provide feedback to the students.
- * Program/Unit Level - Identify leadership skills development in students and provide activities where students can demonstrate leadership skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Provide coordinated guidance and resource system for all students and organizations involving students, faculty, and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PGR#2:
Promote the council on postsecondary student affairs (COPSA) as the representative voice for the student body to facilitate concerns to administration and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Identify leadership skills development in students and provide activities where students can demonstrate skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide training for the council on postsecondary student affairs (COPSA) officers: on their roles and responsibilities as the representative voice for the student body to facilitate concerns to administration and the community; and to plan and implement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To provide guidance and a resource system for all student organizations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To provide training opportunities to empower and equip our students with skills they can utilize in the classroom and in the workplace.

Outcome Description: FA2011 - SP2013 SSUO#2 Leadership Conferences

FA2011 - SP2013 SSUO#2: - To support students based on outcomes from STUDENT surveys, by providing training opportunities for them to develop their leadership skills.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/15/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Conduct leadership surveys during AY2011-2012 with STUDENTS to determine topics for leadership conferences. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey Related Documents: 2011-2012 SURVEY - Student Instrument.pdf	Survey at least 15% of the current postsecondary student population.	Surveys will be conducted during the Fall and Spring semesters.	Yes
Conduct leadership surveys with STUDENTS to determine topics for the leadership conferences. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey	Survey at least 15% of post secondary and adult high school student population.	Surveys will be conducted during the Fall and Spring semesters.	Yes

Related Activities

- Surveys - Students

Related Tasks

* Task Name: Student Surveys

Task Description: Surveys to be conducted during the Fall and Spring semester and data compilation will take place after collection of all surveys.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use

assessment results for accountability and program improvement.

- * Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.
- * STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Center for Student Involvement

- * Program/Unit Level - Provide a well-coordinated guidance and resource system for all students and student organizations involving students, faculty and the community.
- * Program/Unit Level - Promote the Council On Postsecondary Student Affairs (COPSA) as the representative voice for the student body to facilitate student concerns to the GCC administration and community and to provide feedback to the students.
- * Program/Unit Level - Identify leadership skills development in students and provide activities where students can demonstrate leadership skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Provide coordinated guidance and resource system for all students and organizations involving students, faculty, and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PGR#2:
Promote the council on postsecondary student affairs (COPSA) as the representative voice for the student body to facilitate concerns to administration and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Identify leadership skills development in students and provide activities where students can demonstrate skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide training for the council on postsecondary student affairs (COPSA) officers: on their roles and responsibilities as the representative voice for the student body to facilitate concerns to administration and the community; and to plan and implement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To provide guidance and a resource system for all student organizations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To provide training opportunities to empower and equip our students with skills they can utilize in the classroom and in the workplace.

Outcome Description: FA2011 - SP2013 SSUO #3 Leadership Conferences

FA2011 - SP2013 SSUO#3: - To support students based on outcomes from FACULTY surveys, by providing training opportunities for them to develop their leadership skills.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/15/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Conduct leadership surveys during AY2011-2012 with FACULTY to determine topics for the leadership conferences. Type of Artifact/Instrument/Rubric/Method/Tool: Employee-Faculty Satisfaction Survey Related Documents: 2011-2012 SURVEY - Faculty - Instrument.pdf	Survey at least 20% of the faculty (includes full-time and adjunct faculty).	Surveys will be conducted during AY2011-2012.	Yes

Related Activities

- Surveys - Faculty

Related Tasks

* Task Name: Faculty surveys

Task Description: Surveys to be conducted during the Fall and Spring semester and data compilation will take place after collection of all surveys.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

* Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)

Students will demonstrate ability to access, assimilate and use information ethically and legally.

* Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

Academic Affairs Division (AAD)

* Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

* STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Provide appropriate administrative and technological support for student services and programs.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide appropriate administrative and technological support for student services and programs.

Center for Student Involvement

- * Program/Unit Level - Provide a well-coordinated guidance and resource system for all students and student organizations involving students, faculty and the community.
- * Program/Unit Level - Promote the Council On Postsecondary Student Affairs (COPSA) as the representative voice for the student body to facilitate student concerns to the GCC administration and community and to provide feedback to the students.
- * Program/Unit Level - Identify leadership skills development in students and provide activities where students can demonstrate leadership skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Provide coordinated guidance and resource system for all students and organizations involving students, faculty, and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PGR#2:
Promote the council on postsecondary student affairs (COPSA) as the representative voice for the student body to facilitate concerns to administration and the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Identify leadership skills development in students and provide activities where students can demonstrate skills attained.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide training for the council on postsecondary student affairs (COPSA) officers: on their roles and responsibilities as the representative voice for the student body to facilitate concerns to administration and the community; and to plan and implement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To provide guidance and a resource system for all student organizations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To provide training opportunities to empower and equip our students with skills they can utilize in the classroom and in the workplace.

Civil Engineering Technology AS

No Outcomes Description defined for this Assessment Unit.

College Access Challenge Grant Program (CACGP)

No Outcomes Description defined for this Assessment Unit.

Communications & Promotions

Mission Statement: To manage the College's communication and promotions activities that help increase the College's awareness and exposure as an alternative option to higher education on Guam and in the region.

Vision Statement: To become a full service Communications & Promotions Office that plans activities that help promote programs and events at the College.

Outcome Description: Continous Promotion of GCC Programs/Events

AUO#1 FA2011-SP2013

To continue GCC's brand relationship with the community by promoting GCC programs, events, and student service learning projects, in order to keep the College in the forefront of education news on the island and in the region.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ismp #3 Community Interaction:

down list above: This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Methods of evaluation will be number of google hits for media releases generated by GCC'; web site surveys; and enrollment data, both for general enrollment and for new programs promoted by the College. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	100% of AUO will be completed in this two-year cycle, as it is an ongoing AUO.	Media releases issued at least once a week; more often depending on program activities that require promotion. Bi-monthly TV talk show to promote programs at the college; one survey per month on new web site starting Feb 2012, advertising campaigns for enrollment and new programs as	No

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
budget allows.			
Number of hits on web site, to include inquiries into new programs, web site surveys and CE surveys; enrollment numbers per semester and in CE programs promoted; number of hits on Google and other search engines; and number of media releases issued within assessment cycle.	5% increase in current number of 250 Google hits per year; 5 percent increase in enrollment.	Once web hit measuring tools are installed, measurement can occur monthly.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit			

Related Activities

- Use of mass media for promotional purposes
- Web site tracking mechanism

Related Tasks

- * Task Name: Web site survey

Task Description: New web site allows for development of frequent surveys to determine GCC students/alumni satisfaction with programs or college events or activities.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Communications & Promotions

- * Program/Unit Level - Increase GCC's public exposure of programs and activities through print and broadcast media.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide effective communication and promotion of college programs and events.

Outcome Description: Creation and Launch of New GCC Web Site

AUO#2 FA2011-SP2013

To improve the GCC web site so that it is more student-centric, easier for students and the public to navigate, and better promotes College activities and events.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMP#3 Community Interaction:

down list above: This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
New web site link is the tool that will contain hits measurement tool to allow webmaster to measure how many hits each page on the web site receives; also, the new site will enable the College to produce surveys for almost instantaneous reaction to events/happenings/new programs. Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit	No measurable criterion available until site becomes active on June 1, 2012.	Project launched 9/1/11, revised expected completion date is June 1, 2012.	Yes

Related Activities

- Clients' Survey
- Student Survey
- Web site tracking mechanism

Related Tasks

* Task Name: web site development

Task Description: Work with vendor to create main page and secondary, tertiary pages, making them easily navigable and responsive to student needs and community awareness.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

* Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

* Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To ensure the college acquires the necessary resources to support its mission.

Communications & Promotions

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

To provide effective communication and promotion of college programs and events.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To ensure that all information emanating from the college is presented in a positive and professional manner.

Outcome Description: Promotional Video for CACGP

AUO#3 FA2011-SP2013

To write and produce another promotional video that promotes higher education goals for the island's middle and high school students.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/12/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop Community Interaction:

down list above: This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>This promotional video will be shown in middle and high schools during the CACGP presentations. These presentations promote academic achievement, and how to be able to afford to go to college. While GCC's enrollment is high, so is the number of remedial math and English students that come from our high schools. This video will be designed to address this problem by promoting College as an achievable goal. Many of our middle and high school students are lacking such goals.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Recruitment activities-process</p>	<p>The CACGP program is in its third year, so measurable statistics on how well it promotes higher education are still not available. Although the College is at its highest enrollment in history, a measure of how well students are responding to the CACGP may show in a drop in the very high numbers of remedial math and English students. This figure may take several years to drop.</p>	<p>Develop scope of work and put project out to bid - Spring Semester 2012 Begin shooting - Summer and Fall 2012. Production - Spring semester 2013.</p>	Yes

Related Activities

- Presentation/High School

Related Tasks

* Task Name: Write and produce CACGP promotional video.

Task Description: Write and produce video.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

* Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

To ensure college maintains or exceeds its resources in support of its mission.

Communications & Promotions

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

To provide recruitment videos and posters to promote GCC as a viable alternative for graduating high school seniors.

Computer Aided Design & Drafting (CADD) Certificate

Mission Statement: To provide the best, most current technology and training available in the industry to our students to allow them the best possibility for success.

Vision Statement: To have GCC students who have taken the AutoCadd training be recognized as the best trained and most knowledgeable workers available in the region.

No Outcomes Description defined for this Assessment Unit.

Computer Networking AS

Mission Statement: To prepare and have people in the industry trained and certified in computer repair, networking and telecommunication.

Vision Statement: To partner with the various government and private business by providing current certified courses for the computer repair, networking and telecommunication career fields.

No Outcomes Description defined for this Assessment Unit.

Computer Science AS & Certificate

Mission Statement: The mission of the Computer Science Program is to provide the students with foundational knowledge and skills to enter the workforce and to advance as technology changes.

Vision Statement: The program envisions to produce computer science graduates who are knowledgeable and skillful in the workforce in Guam community and the region.

No Outcomes Description defined for this Assessment Unit.

Computer Science Certificate (Archive)

Mission Statement: The mission of the Computer Science Program is to provide the students with foundational knowledge and skills to enter the workforce and to advance as technology changes.

Vision Statement: The program envisions to produce computer science graduates who are knowledgeable and skillful in the workforce in Guam community and the region.

No Outcomes Description defined for this Assessment Unit.

Construction Technology Certificate

Mission Statement: The Construction Trades Department of the Guam Community College is committed to providing quality learning opportunities in occupational, career technical, and continuing education reflective of our community and industry needs in the areas of Construction and related Careers.

Vision Statement: The Construction Trades Department of the Guam Community College will continue meeting the educational, career and technical training needs of the Construction Industry. Its excellence will continue to be recognized because of its service to students, employers, employees and the community at large.

No Outcomes Description defined for this Assessment Unit.

Construction Trades (Carpentry & AutoCAD) Secondary

Mission Statement: GCC Secondary Construction Trades programs are designed to prepare participants for roles in the workforce, and for postsecondary study in relevant areas.

Vision Statement: The Program seeks to equip the workforce of Guam with Construction Trades skills. Upon successful completion of the program, students will have acquired experience equal to two years of construction-related apprenticeship training. They will also be prepared to participate in more advanced Contren-based training programs at the postsecondary level. Through participation in the Program, students will offer more marketable skills so that they can fully address the Construction Trades related needs of Guam.

No Outcomes Description defined for this Assessment Unit.

Construction Trades AS (Archive)

No Outcomes Description defined for this Assessment Unit.

Construction Trades Department Courses

No Outcomes Description defined for this Assessment Unit.

Continuing Education & Workforce Development

Mission Statement: The Office of Continuing Education provides opportunities for learning that enrich the lives of individuals and improve the quality of living in our community.

Vision Statement: We are the premiere institution in the region which provides educational and technological "cutting edge" approaches in support of a trained workforce.

Outcome Description: FA09-SP11 AUO#2 MARKETING AND ADVERTISEMENT

AUO#2

To aggressively market, promote and advertise the department's goals, objectives, courses and training in the local and regional community to address the community training needs.

Outcome Type: AUO**Start Date:** 10/12/2009**End Date:** 03/14/2011**Outcome Status:** Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A course interest log will record the number of visits and calls made to CE in response to media advertisement or other contact. This log form is being created this month. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: CEWD Log Individual Interview Sheet.pdf	To establish the most effective and least effective means of advertising.	The Log & Individual Interview Tool is utilized year-round.	Yes

Related Tasks

* Task Name: Marketing plan

Task Description: The plan which utilizes several tools to promote and advertise the CE course offerings

Related Goals**Guam Community College**

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:
This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Continuing Education & Workforce Development

- * Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.

Outcome Description: FA09-SP11 AUO#1 PROFESSIONAL & PERSONAL ENRICHMENT

AUO#1:

To provide professional and personal enrichment courses to the public, government agencies, private businesses and regional entities throughout the year based on the interests and needs as indicated.

Outcome Type: AUO**Start Date:** 10/12/2009**End Date:** 03/14/2011**Outcome Status:** Completed the Assessment Cycle

Means of Assessment

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
(1) Electronic survey distributed to community via Survey Monkey. This survey will be used to assess community needs and interests for course offerings. (2) Log & Individual Interview Tool to record course interests of individual walk-ins and phone call inquiries coming into the department. Type of Artifact/Instrument/Rubric/Method/Tool: Individual interviews	100% of the courses that are in demand as indicated by the surveys will be developed.	Year-round schedule including Spring, Summer and Fall Semesters.	Yes

Related Tasks

* Task Name: Tania, Tara, and Libby

Task Description: Data collection of the number of CE courses offered per entity, the number of MOAs processed, the number of proposals sent and the facilities rental usage activity.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)
Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.

Continuing Education & Workforce Development

- * Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.

Outcome Description: FA09-SP11 AUO#3 STUDENT SATISFACTION

To increase student satisfaction through the use of student surveys specific to CE trainings.

Outcome Type: AUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Student survey allows students to rate the performance of the instructor, the learning environment, and provide suggestions for improvements or comments. Type of Artifact/Instrument/Rubric/Method/Tool: Exit Interviews/Survey Related Documents: 1st Page Student Questionnaire.pdf 2nd Page - Student Questionnaire.pdf	70% or more of the students will agree or strongly agree to be satisfied with their training, the environment, and their instructor.	All surveys distributed at the end of each course, year-round.	Yes

Related Tasks

- * Task Name: satisfaction surveys
- Task Description:** surveys used to measure the individuals CE class experience

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

Continuing Education & Workforce Development

- * Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.

Outcome Description: FA09-SP11 AUO#4 WORKFORCE DEVELOPMENT

AUO#4:
To increase the strength of the island's workforce by creating programs to identify and remediate individuals who are below GCC entrance standards and who do not fall within Adult Education's criteria for program admittance.

Outcome Type: AUO
Start Date: 10/12/2009
End Date: 03/14/2011
Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
(1) 2010 WorkKeys and NCRC Electronic Survey for Participants of the WorkKeys & National Career Readiness Certificate (NCRC) Informational Workshops (2) Work Keys is an electronic software assessment tool which measures levels in reading, math and locating information. Work Keys also has a remediation phase which allows individuals to close any gaps detected during their assessment. Link to the software will be uploaded in the "Relate Document" upon installation of the software to be provided Guam Department of Labor (GDOL). Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit	60% or more of the survey participants will either agree or strongly agree to implement the WorkKeys program.	Monthly	Yes

Related Activities

- Workforce Development

Related Tasks

- * Task Name: Work Keys Assessment
- Task Description:** Work Keys is an assessment tool created by ACT to measure skill levels in individuals seeking employment. Those skill levels are then matched to existing occupational profiles, and where gaps exist, remediation is available to close those gaps.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Continuing Education & Workforce Development

- * Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.

Outcome Description: FA11-SP12 AUO#1 STRATEGIC MARKETING PLAN

To develop a Strategic Marketing Plan for Continuing Education and Workforce Development (CE&WD) to address the community training needs for workforce development.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2012

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Results from the Guam Community College 2010 Community Survey To Make the Change and the Guam
down list above: Community College Employers Survey Report: Employee Requirements and Training Needs, July 2011 will be used to develop the CE&WD Strategic Marketing Plan.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Strategic Marketing Plan to be developed to outline the community outreach plan of action to promote CE&WD community programs and training in workforce development. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: GCC CEWD Strategic Master Plan	100% completion of the CE&WD Strategic Marketing Plan which will provide the framework for the department's usage to address the continuous evolvement of community workforce development training demands.	Identify key training/outreach components requiring marketing strategies for increased community participation and/or training.	Yes

Related Activities

- Course advertisement

- Marketing Plan
- Student survey
- Workforce Development

Related Tasks

* Task Name: Develop the CE&WD Strategic Marketing Plan.

Task Description: Identify key training/outreach components requiring marketing strategies for increased community participation and/or training.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

Academic Affairs Division (AAD)

* Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

Continuing Education & Workforce Development

* Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.

* Program/Unit Level - To ensure that courses offered through Continuing Education are financially self-sustaining.

Outcome Description: FA11-SP12 AUO#2 COURSE GUIDELINES/TRAINING PROGRAM DEVELOPMENT

To develop courses/training programs associated with the CE&WD Strategic Marketing Plan in response to community training demands.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2012

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Results from the Guam Community College 2010 Community Survey To Make the Change and the Guam
down list above: Community College Employers Survey Report: Employee Requirements and Training Needs, July 2011 will be used to develop the CE&WD Strategic Marketing Plan.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The CE Specific Course Approval Form will be used to assess the number of courses developed to coincide with the CE&WD Strategic Marketing Plan.	At least 80% of course guidelines for skills development training programs will be achieved.	Development of course guidelines for skills development training programs.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)			
Related Documents: CE Specific Course Approval Form			

Related Activities

- Course advertisement
- Marketing Plan
- Student survey
- Workforce Development

Related Tasks

* Task Name: Curriculum Development

Task Description: To produce curriculum guidelines related to the training recognized as needed by employers and community members to strengthen the employability skills of the island's workforce.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

Academic Affairs Division (AAD)

* Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

Continuing Education & Workforce Development

* Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.

* Program/Unit Level - To ensure that courses offered through Continuing Education are financially self-sustaining.

Outcome Description: FA11-SP12 AUO#3 CE&WD COURSE OFFERINGS

A series of new CE courses will be offered in response to community training demands in relation to the CE&WD Strategic Marketing Plan.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2012

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Results from the Guam Community College 2010 Community Survey To Make the Change and the Guam

down list above: Community College Employers Survey Report: Employee Requirements and Training Needs, July 2011 will be used to develop the CE&WD Strategic Marketing Plan.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
An electronic student survey will be designed and administered through Survey Monkey to all student completers of the new courses offered by CE&WD.	90% of the student completers surveyed will indicate they are satisfied with the student learning outcomes and will apply the knowledge gained to their	The electronic survey will be sent to participants via Survey Monkey to determine student satisfaction with course Student Learning Outcomes.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Exit Interviews/Survey			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

career or life goals.

Related Documents:

[CEWD Electronic Survey](#)

Related Activities

- Course advertisement
- Marketing Plan
- Student survey
- Workforce Development

Related Tasks

- * Task Name: Electronic Student Survey

Task Description: Design an electronic survey to determine student satisfaction with course student learning outcomes.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

Continuing Education & Workforce Development

- * Program/Unit Level - To provide the Community, business industry and regional entities the educational opportunities to upgrade their job skills and knowledge in the workforce.
- * Program/Unit Level - To ensure that courses offered through Continuing Education are financially self-sustaining.

Cosmetology Certificate

Mission Statement: The mission of the Cosmetology Certificate Program is to prepare individuals with the theoretical knowledge and psychomotor skills necessary to pass the two part Guam Board of Cosmetology.

Vision Statement: The vision of the Cosmetology Certificate Program is to foster the development of competent, responsible, motivated individuals who receive a certificate in cosmetology while in pursuit of a beauty related career.

No Outcomes Description defined for this Assessment Unit.

Criminal Justice & Social Science Department Courses

No Outcomes Description defined for this Assessment Unit.

Criminal Justice Academy Certificate (Cycle dependent)

Mission Statement: Our mission as a unique community college is to be Guam's lead education agency in training, education, and support services in all ways related to Guam's workforce development needs and the career and employment goals of the people and to work in partnership with industry to advance economic development in Guam as a regional focal point for Micronesia within the Asia-Pacific Rim. Our mission is human resource development in support of Guam's major social and economic development goals.

No Outcomes Description defined for this Assessment Unit.

Criminal Justice AS & Certificate

Mission Statement: The Criminal Justice Program will prepare, educate, and train students for the Criminal Justice profession. Criminal Justice Graduates will be lifelong learners who will possess current technical knowledge of the criminal justice system, communication skills to effectively communicate within the criminal justice system, and an understanding of the interrelations of the criminal justice professional and society.

Vision Statement: The Criminal Justice Program will prepare, educate, and train students for the Criminal Justice profession.

No Outcomes Description defined for this Assessment Unit.

Culinary Arts AA

Mission Statement: The Culinary Arts AS program will introduce students to careers in the field of Culinary Arts and teach them the basic skills and knowledge they will need to achieve success. Students will experience all aspects of the Culinary Arts and will build good business and management skills.

Vision Statement: The Culinary Arts AS program will provide students with the knowledge and skills needed to become successful Culinary professionals.

No Outcomes Description defined for this Assessment Unit.

Development & Alumni Relations Office

Mission Statement: The mission of the Development & Alumni Relations Office is to provide support in contributing to the College's overall economic development through programs and services as well as establish relationships with alumni. We dedicate ourselves to the development and growth of our community through our connections with students, faculty, administrators, staff and alumni.

Vision Statement: The vision of the Development & Alumni Relations Office is poised to position the College as the premiere institution for strategic growth and expansion on Guam and the region.

Outcome Description: AUO#1 Fundraising/Special Events

FA11-SP13 AUO#1:

To meet 100% of fundraising goals for special events and fundraising projects through the "Grow Programs, Go Green, Give Now" campaign.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop Standard III: Resources- The Office of Development & Alumni Relations sets goals to increase funding for
down list above: College programs and capital improvement projects. All funds raised benefit the GCC Foundation in providing physical, technological and financial resources to support institutional effectiveness.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
FY 2011-2012 Development & Alumni Relations Budget Type of Artifact/Instrument/Rubric/Method/Tool: Financial/Budget Review and/or Audit Report Related Documents: GCC DAR 2012 Calendar of Annual Events.pdf 2012 NAF Budget DAR.pdf	The fundraising activities-special events and projects will meet revenue goals by 100%.		Yes
BRANDING MARKETING CAMPAIGN (METHOD/TOOL)- Grow Programs, Go Green, Give Now (3G's) that helps enhance GCC's brand identity. The goal of the branding campaign is to	increase of revenue by 20-50%, increase in the number of GCC employees contributing to WPG	Annually	Yes

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
encourage and build relationships with the community, students, alumni, faculty, administrators and staff. By working together, the College's goals and initiatives can be accomplished.	by 20%, increase in participation/contributions from alumni and students by 20% through iPledge program,		
Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)			
Annual Workplace Giving Brochure provides information on the Workplace Giving Campaign, fundraising goal and participants of the program.	To reach the fundraising goal of 100% or more in FY 2012.	Annual	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Fundraising Activities			
Related Documents: Workplace Giving 2009-2010.pdf WPG II.pdf			

Related Activities

- Budget
- Case Statement
- Fundraising Plan
- Marketing
- Networking
- Professional Organizations
- Special Events
- Volunteerism

Related Tasks

- * Task Name: 35th Anniversary Gala Dinner
Task Description: The 35th Anniversary Gala Dinner is a key fundraising event during this campaign. Businesses, Industry Partners, Alumni, GCC BOT and BOG, Private and Public Sector parnters and GCC Community will celebrate 35 Years that GCC has been the leader in Career and Technical Education on Guam.
- * Task Name: Annual Workplace Giving Program
Task Description: The Workplace Giving Program is an annual program that allows GCC employees pledge to make a contribution of to the GCC Foundation through automatic payroll deductions over the course of year to fulfill their pledge donation commitment.
- * Task Name: Christmas Tree Sales
Task Description: An annual GCC fundraiser through the sales of Christmas trees and wreaths in support of student scholarships and capital improvement projects on campus.
- * Task Name: iGive Mobile Giving Campaign
Task Description: DAR will launch a mobile giving program that will allow each donor to commit to a donation by sending a text (assigned alphanumeric code)to a mobile service carrier.
- * Task Name: Par Excellence Golf Tournament
Task Description: The annual Par Excellence Golf Tournament is a fundraiser for student scholarships. Each year an average of 150 golfers participate in this fundraiser.
- * Task Name: President's Parade of Shoes
Task Description: The President's Parade of Shoes event is a social fundraiser that will raise money for the College through a Shoe Contest. Participants will pay an entry fee to participate and will be judged and scored for best in category. A raffle and silent auction is planned in addition to the entry fee charge.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
 Community Interaction:
 This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Develop a comprehensive professional development plan that would provide for continuous education for board members.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

President/CEO

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To ensure the college acquires the necessary resources to support its mission.

Development & Alumni Relations Office

- * Program/Unit Level - Support the education of students and alumni for leadership and knowledge.
- * Program/Unit Level - Enhance Guam Community College's stature among its peers and promote philanthropy.
- * Program/Unit Level - Encourage and nurture students, alumni, employees, Board members and community to actively engage in volunteerism for the College's fundraising and civic activities.
- * Program/Unit Level - Create an environment of awareness among the College's administration, Faculty, Board of Governors, and Board of Trustees.
- * Program/Unit Level - Create effective communication strategies for the Development & Alumni Relations Office for Employees, Students, Alumni, Board Members and Community.
- * Program/Unit Level - Engage in professional development activities to effectively promote the advancement of the College.

Outcome Description: AUO#2 Providing Institutional support through Major and Capital Giving Campaign

FA11-SP13 AUO#2:

To identify College needs, have clear financial goals for capital campaign and to increase funding through Major and Capital Giving Campaigns by 50% in FY 2012.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop 3B2a. Long-range capital plans support institutional improvement goals and reflect projections of the total cost of ownership of new facilities and equipment.

down list above:

DAR , the Foundation BOG , the BOT and the President work together to discuss and plan long-range institutional improvement goals. DAR is charged with securing donors, accepting, recording and acknowledging all gifts and donations for the College.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>CONSOLIDATED CASE STATEMENT (Tool)- A booklet that outlines the various programs and revenue streams for the Office of Development & Alumni Relations.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Document Review</p> <p>Related Documents: 2011 Consolidated Case Statement.pdf</p>	<p>To update to (100%) current the Consolidated Case Statement that outlines the various needs on campus, the Naming Opportunities program, and the revenue sources for the annual and Major giving campaigns for the College.</p>		Yes

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Identify potential "new" donors, renew commitments from previous donors and to develop more strategies that engage donors to participate in a naming opportunity, to establish an endowment fund or scholarship program. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	To increase major and capital giving by 50%	Annually	Yes
Regional and Local Board Training on Fundraising Leadership conducted by Asst. Director who presents to Pacific region boards and GCC's Joint Board related to fundraising excellence and awareness. Type of Artifact/Instrument/Rubric/Method/Tool: Training Plan	Feedback survey results in 95-100% satisfactory/excellent rating.	Annually	Yes

Related Activities

- Banner Advancement
- Budget
- Case Statement
- Fundraising Plan
- Management Meetings
- Marketing
- Networking
- Special Events
- Volunteerism

Related Tasks

* Task Name: Endowment Fund

Task Description: An investment fund set up by the College in which regular withdrawals from the invested capital are used for ongoing operations or other specified purposes. They are funded by donations, which are tax deductible for donors.

* Task Name: Naming Opportunity Program

Task Description: A program established by DAR that seeks to provide major funding to programs, buildings such as the AALG Allied Health Building, the Learning Resource Center, the Student Center and the Foundation Center. By purchasing a naming opportunity donors can pay a fixed price to name a building, classroom space, faculty office or lab.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

President/CEO

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

To ensure college maintains or exceeds its resources in support of its mission.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To ensure the college acquires the necessary resources to support its mission.

Development & Alumni Relations Office

- * Program/Unit Level - Enhance Guam Community College's stature among its peers and promote philanthropy.
- * Program/Unit Level - Encourage and nurture students, alumni, employees, Board members and community to actively engage in volunteerism for the College's fundraising and civic activities.
- * Program/Unit Level - Create effective communication strategies for the Development & Alumni Relations Office for Employees, Students, Alumni, Board Members and Community.
- * Program/Unit Level - Engage in professional development activities to effectively promote the advancement of the College.

Outcome Description: AUO # 3 Grant Funding, Scholarship Opportunities and Addressing the Region's Economic, Educational and Workforce Development Needs.

FA11-SP13 AUO#3:

To pursue more grant funding for growing programs needs at the College and to increase the amount of grant funding for the institution by 20-50% in FY 2012.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop 3D2 d. The institution practices effective oversight of finances, including management of financial aid, grants, down list above: externally funded programs, contractual relationships, auxiliary organizations or foundations, and institutional investment and assets.

DAR works with donors to establish endowment funds, scholarship programs, manages grant funded projects that support programs and departments, works with foundations and private donors to support the College's mission and initiatives.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>DAR GRANT TRACKING CALENDAR (TOOL) - a log that tracks all grants that are submitted, status of funding, and</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)</p> <p>Related Documents: DAR GrantApplication Calendar.pdf</p>	To increase the number of grants applied for and approved for funding by 20-50%	Annually	Yes
<p>GCC Grant Proposal Summary Form- (Tool) is a form in which faculty or College administrators may use in seeking grant funding for proposed projects relevant to their department or field of study.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)</p> <p>Related Documents: Grant Proposal Approval Form DAR_2011.pdf</p>	All forms must be 100% completed prior to submission for review and/or approval to proceed with the grant application and submission process.	Annually	Yes
<p>Grants Survey and Results- (instrument and method/artifact) GCC Faculty and staff were given a survey instrument in February 2011 to gauge their perceptions on the grants process. The results were discussed in a report.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Exit Interviews/Survey</p> <p>Related Documents: grant survey report.pdf</p>	46% of respondents stated they have participated in the grant process. The remaining 54% have not participated in the grants process.	Annually	Yes

Related Activities

- Budget
- Case Statement

- Fundraising Plan
- Partnerships supporting SLOs.
- Professional Organizations

Related Tasks

- * Task Name: Grant opportunities

Task Description: The President will identify grant funding and Asst. Director will assign to grant writer for submission of a grant proposal and application to funding source.

- * Task Name: Scholarship Opportunities

Task Description: Established scholarships or new scholarship programs are offered each year to students who need assistance in funding their education.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

President/CEO

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

To ensure college maintains or exceeds its resources in support of its mission.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To ensure the college acquires the necessary resources to support its mission.

Development & Alumni Relations Office

- * Program/Unit Level - Enhance Guam Community College's stature among its peers and promote philanthropy.

- * Program/Unit Level - Encourage and nurture students, alumni, employees, Board members and community to actively engage in volunteerism for the College's fundraising and civic activities.

- * Program/Unit Level - Create an environment of awareness among the College's administration, Faculty, Board of Governors, and Board of Trustees.

- * Program/Unit Level - Create effective communication strategies for the Development & Alumni Relations Office for Employees, Students, Alumni, Board Members and Community.

- * Program/Unit Level - Engage in professional development activities to effectively promote the advancement of the College.

Outcome Description: AUO# 4 Banner Advancement Module

FA11-SP13 AUO#4:

To increase the use of Banner Advancement and to increase the amount of data inputted into banner by 20-50% in FY 2012.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop down list above: 3C1.b The institution provides quality training in the effective application of its information technology to students and personnel.

Action Improvement Plan #2 - Increase the availability of training in technology to the College so that administrators, faculty and staff are versed in the latest technologies.
The College has purchased the use of Digital Academy training online for administrators and staff to use. In addition, frequent Banner trainings are provided throughout the fiscal year which include Banner Advancement modules and updates.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
BANNER INPUT/ACTIVITY LOG (TOOL) will be developed to track all input of data into Banner Advancement. Asst. Director, Program Specialists and Data entry clerk will work on the development of this tool to track data input/information. Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit Related Documents: Donor Information Form.pdf Donor Information Form NC.pdf In-Kind Contribution Form.pdf	To increase the amount of information inputted into Banner Advancement by 50%.	Annually	Yes

Related Activities

- Banner Advancement

Related Tasks

* Task Name: Digital Academy Training

Task Description: Digital Academy - an online training aid that allows the user to complete several online lessons on Banner modules.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)

Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

President/CEO

* Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.

Development & Alumni Relations Office

- * Program/Unit Level - Support the education of students and alumni for leadership and knowledge.
- * Program/Unit Level - Enhance Guam Community College's stature among its peers and promote philanthropy.
- * Program/Unit Level - Create an environment of awareness among the College's administration, Faculty, Board of Governors, and Board of Trustees.
- * Program/Unit Level - Create effective communication strategies for the Development & Alumni Relations Office for Employees, Students, Alumni, Board Members and Community.
- * Program/Unit Level - Engage in professional development activities to effectively promote the advancement of the College.

Outcome Description: AUO#5 Alumni

FY11-SP13 AUO#5:

To increase the number of alumni classes that give on behalf of their class, to increase the amount/number of iPledge donations received, and to increase the number of alumni volunteers that help support our fundraising goals by 50%.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop The Office of Development & Alumni Relations role is to engage alumni and to encourage and cultivate donors
down list above: from this group of stakeholders.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Alumni iPledge giving Type of Artifact/Instrument/Rubric/Method/Tool: Fundraising Activities Related Documents: ipledge card_DA Class of 1981.pdf	To increase alumni pledge giving by 50%	Annually	Yes
DISTINGUISHED ALUMNI PROGRAM (Method/Tool)- a program that recognizes the accomplishments of a GCC alum who makes a significant contribution to the community. The recipient must be nominated by a fellow alum, GCC employee, friend or family member to be considered. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: Distinguished Alumni 2011 PDF.pdf	Distinguished Alumni Committee members (100%) must select a recipient of this award based on the results of the DA rubric tool used in the selection process.	Annually	Yes

Related Activities

- Banner Advancement
- Budget
- Fundraising Plan
- Marketing
- Networking
- Special Events
- Volunteerism

Related Tasks

* Task Name: Alumni Fundraising

Task Description: GCC Yearbook Sales- GCC Yearbooks are scanned from the Library Collection onto disks as a pdf file.

* Task Name: Engage Alumni

Task Description: To attend alumni class reunion activities, meetings and fundraisers to promote iPledge class giving. To increase alumni awareness on the needs of the College.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.

Development & Alumni Relations Office

- * Program/Unit Level - Support the education of students and alumni for leadership and knowledge.
- * Program/Unit Level - Enhance Guam Community College's stature among its peers and promote philanthropy.
- * Program/Unit Level - Encourage and nurture students, alumni, employees, Board members and community to actively engage in volunteerism for the College's fundraising and civic activities.
- * Program/Unit Level - Create effective communication strategies for the Development & Alumni Relations Office for Employees, Students, Alumni, Board Members and Community.

Outcome Description: AY08-09 AUO#1 Fundraising

To provide leadership in fundraising for ongoing projects.

Outcome Type: AUO

Start Date: 10/01/2008

End Date: 09/30/2009

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Special Events and Major Gift Giving Opportunities relating to our Capital Campaigns. Type of Artifact/Instrument/Rubric/Method/Tool: Fundraising Activities Related Documents: Allied Health Center Naming Opportunities..pdf Microsoft Word - Solicitation Guidelines.pdf Microsoft Word - Scholarship guidelines.pdf	All fundraising projects will net a profit margin of at least 75% of the projected revenue plan of \$100,000.	Activities are dependent upon the concurrence from the Board of Governors and President which may vary from month to month.	Yes
Track all solicitations through established guidelines and procedures. Type of Artifact/Instrument/Rubric/Method/Tool: Fundraising Activities	100% of all solicitations will be channeled through the Development & Alumni Relations Office as indicated in the Solicitation Directive 2008-01, Outside Solicitation.	Fundraising activities are indicated in the 2009 Fundraising Plan.	Yes

Related Activities

- Banner Advancement
- Fundraising Plan
- Marketing
- Networking
- Special Events
- Volunteerism

Related Goals

Guam Community College

- * Institution Level - The College must continue its long history of demonstrated effective management practices, fiscal responsibility, and academic integrity.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Development & Alumni Relations Office

- * Program/Unit Level - Enhance Guam Community College's stature among its peers and promote philanthropy.

Early Childhood Education AS & Certificate

Mission Statement: The Early Childhood Education Program's mission is to prepare individuals to be professional educators for young children, show a positive attitude toward all children and their families, and obtain the knowledge and skills to plan and implement a program that is safe, educational, and healthy.

Vision Statement: The vision of the early childhood education program is to prepare students to successfully enter the field as early childhood educators.

No Outcomes Description defined for this Assessment Unit.

Early Childhood Education Certificate (Archive)

Mission Statement: The Early Childhood Education Program's mission is to prepare individuals to be a professional educator for young children, show a positive attitude toward all children and their families, and obtain the skills to plan and implement a program that is safe, educational, and healthy.

Vision Statement: To prepare students in early childhood education so that they are ready to enter the field as a professional educator. Our motto is "Catch the Learning Bug!"

No Outcomes Description defined for this Assessment Unit.

Early Childhood Education Secondary

Mission Statement: The Early Childhood Education Program's mission is to prepare individuals to be professional educators for young children, show a positive attitude toward all children and their families, and obtain the knowledge and skills to plan and implement a program that is safe, educational, and healthy.

Vision Statement: The vision of the early childhood education program is to prepare students to successfully enter the field as early childhood educators.

No Outcomes Description defined for this Assessment Unit.

Education AA & Certificate

Mission Statement: The Education Program's mission is to prepare individuals to be a professional educators, show a positive attitude toward all students and their families, and obtain the skills to plan and implement a program that is safe, educational, and healthy.

Vision Statement: The vision of the education program is to prepare students in the education field so that they are ready to enter the field as a professional educator.

No Outcomes Description defined for this Assessment Unit.

Education Certificate (Archive)

Mission Statement: The Education Program's mission is to prepare individuals to be a professional educators, show a positive attitude toward all students and their families, and obtain the skills to plan and implement a program that is safe, educational, and healthy.

Vision Statement: To prepare students in the education field so that they are ready to enter the field as a professional educator. Our motto is "Catch the Learning Bug!"

No Outcomes Description defined for this Assessment Unit.

Education Talent Search (Archive)

Mission Statement: The Program's mission is to provide qualified youths the opportunity to complete secondary education and encourage them to pursue their post secondary education.

Vision Statement: Guam Community College, Educational Talent Search, Federal TRIO Program, will be the leading support services that students seek upon for educational assistance in order to achieve their secondary, GED or AHS programs and continue onward to post secondary education. The development of a strong and vibrant partnership within the college's faculty, staff, and administrators will provide the best and effective resources for our students, ensuring a reliable and effective program. In addition, the joint partnership with Guam's business industries, the University of Guam, TRIO Programs and Gear-up Program, and other post secondary institution, will provide a diversified and quality support services with well-rounded environment for educational achievements.

No Outcomes Description defined for this Assessment Unit.

Electronics & Computer Networking Secondary

Mission Statement: Our mission as a unique community college is to be Guam's lead education agency in training, education and support services in all ways relating to Guam's workforce development needs and the career and employment goals of the people; and to work in partnership with industry to advance economic development in Guam as a regional focal point for Micronesia within the Asia/Pacific Rim. Our mission is human resource development in support of Guam's major social and economic development goals.

Vision Statement: To prepare vocational high school students for gainful employment in the telecommunication industry and/or prepare them to pursue a Certificate or Associate Degree in Electronics or Computer networking engineering.

No Outcomes Description defined for this Assessment Unit.

Electronics Engineering AS (Archive)

Mission Statement: Our mission as a unique Community college is...human resource development in support of Guam's major social and economic development goals.

No Outcomes Description defined for this Assessment Unit.

Emergency Management AS

No Outcomes Description defined for this Assessment Unit.

Emergency Management Certificate

No Outcomes Description defined for this Assessment Unit.

English Department Courses

Mission Statement: The mission of the English Department is to provide to a diverse population, the highest quality of education that focuses primarily on developing students' abilities to think critically, read actively, and communicate effectively.

Vision Statement: To play a leading role in preparing students for successful careers by promoting literacy and fostering learning through critical thinking and effective communication in an accessible and supportive environment.

No Outcomes Description defined for this Assessment Unit.

Enrollment Services (archive Sept 2011)

Mission Statement: The office of Enrollment Services is committed to providing tools and support to academic advisors to enhance the learning process for students through the delivery of academic advising. Furthermore, this office is committed to supporting college recruitment activities by providing resources and coordinating faculty participation.

Vision Statement: The vision of the office of Enrollment Services is to enhance the connection between faculty and students through the advising process and to support academic success from recruitment to graduation.

No Outcomes Description defined for this Assessment Unit.

Environmental Health & Safety

Mission Statement: The Safety Office is responsible for the College's Safety Programs to include implementation, enforcement, and monitoring. The office also provides technical assistance to management in the implementation of said programs. Periodic unannounced (spot) inspections of all Campus Facilities and Satellite Schools are conducted to identify GOSHA related violations. Recommendations for corrective measures are offered to abate specific violations. Safety training is provided to faculty and staff in coordination with the Human Resources Department. This office also acts as an alternate liaison with any natural disaster as GCC's FEMA Project Coordinator.

Vision Statement: The Safety Office envisions a safety and health environment conducive to faculty, staff, students and visitors within the GCC Campus.

Outcome Description: ENVIRONMENTAL HEALTH AND SAFETY COMMITTEE

AUO#1 FA09-SP11 :

Environmental Health & Safety and the ADA committee to improve awareness of operational safety procedures to conform with local and federal standards.

Outcome Type: AUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Quarterly environmental health & safety/ADA committee meeting.	The committee will review reported number of accidents/injuries on a quarterly basis and focus on reducing the number of accidents/injuries to 0-3 percent.		Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey			

Related Activities

- Annual GOSHA Inspection
- Emergency Drills
- Facilities Safety Inspection
- Occupational Safety & Health Training
- Procure Safety Equip. & Supply
- Safety Committee Mtg

Related Tasks

* Task Name: 2/11/09

Task Description: 10/16/2008 - Assess the campus facility to determine the number and type of safety posters as applicable to the work center or building. The posters should be ordered by December 31, 2008 and shall be posted by February 27, 2009.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.

Environmental Health & Safety

- * Program/Unit Level - To ensure that all employees, students, and visitors, are provided with safe workplace and healthful working conditions free from recognized hazards that may cause or are likely to cause death or serious physical harm.

Outcome Description: ENVIRONMENTAL HEALTH & SAFETY COMMITTEE

AUO #1 - FA11-SP13:

Environmental Health & Safety and the ADA committee to improve awareness of operational safety procedures to conform with local and federal standards.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop The plan is to ensure that environmental health & safety regulations are being adhered to, and that they satisfy
down list above: the federal Occupational Safety & Health Administration (OSHA) Standards.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The Environmental Health & Safety/ADA committee will meet quarterly. Type of Artifact/Instrument/Rubric/Method/Tool: Local Law/Regulations Related Documents: Quarterly EHS ADA meeting Sched.pdf	100% of incident report will be recorded and disseminated to appropriate department.	Activity will be on a quarterly schedule.	Yes

Related Activities

- Annual GOSHA Inspection
- Emergency Drills
- Facilities Safety Inspection
- Occupational Safety & Health Training
- Procure Safety Equip. & Supply
- Safety Committee Mtg
- Safety Office Website

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

- * Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (ASD)
Provide support services in the most efficient and cost effective manner to the college.

Environmental Health & Safety

- * Program/Unit Level - To administer essential safety programs and provide personal protective equipment to protect all staff, faculty, and students from injuries.
- * Program/Unit Level - To maintain and update all the GCC safety programs and training courses.
- * Program/Unit Level - To ensure that all employees, students, and visitors, are provided with safe workplace and healthful working conditions free from recognized hazards that may cause or are likely to cause death or serious physical harm.
- * Program/Unit Level - To identify workplace hazards and unsafe practices through regular inspections, verification of employee reports of unsafe and unhealthful conditions, and through job accident or injury investigations.
- * Program/Unit Level - To reduce hazards likely to cause accidents and injuries through the timely installation or implementation of appropriate control and prevention systems.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Revise and update GCC Safety Manuals.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2:
Work with HR department in scheduling of safety training for faculty and staff.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Setup inspections of various buildings within GCC and satellite facilities.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Incorporate in to the MyGCC website the revised & update GCC environmental health & safety emergency operations plan.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Coordinate with human resources dept. on scheduling the environmental health & safety training to students, faculty, & staff.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Review the environmental health & safety inspection procedures for the campus and satellite high schools.

Outcome Description: ENVIRONMENTAL HEALTH & SAFETY TRAINING

AUO #2 - FA11-SP13:

Environmental Health & Safety Training will be provided to faculty, students, and staff to ensure awareness on safety hazards and compliance with OSHA regulations.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop The plan is to ensure that environmental health & safety regulations are being adhered to, and that they satisfy
down list above: the federal Occupational Safety & Health Administration (OSHA) Standards.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Training will be conducted to each faculty, staff, and to conduct general training sessions to students. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training Related Documents: REVISED Evaluation.pdf	90% of the faculty and staff will participate in at least one training each semester with students.	Bi-annual.	Yes

Related Activities

- Annual GOSHA Inspection
- Emergency Drills
- Facilities Safety Inspection
- Occupational Safety & Health Training
- Procure Safety Equip. & Supply
- Safety Committee Mtg
- Safety Office Website

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)
Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2 (ASD)
To coordinate security services for the campus to ensure that college personnel, students and property are secure.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (ASD)
To improve standards for copying services to better meet campus requirements.

Environmental Health & Safety

- * Program/Unit Level - To administer essential safety programs and provide personal protective equipment to protect all staff, faculty, and students from injuries.
- * Program/Unit Level - To maintain and update all the GCC safety programs and training courses.
- * Program/Unit Level - To ensure that all employees, students, and visitors, are provided with safe workplace and healthful working conditions free from recognized hazards that may cause or are likely to cause death or serious physical harm.
- * Program/Unit Level - To identify workplace hazards and unsafe practices through regular inspections, verification of employee reports of unsafe and unhealthful conditions, and through job accident or injury investigations.
- * Program/Unit Level - To reduce hazards likely to cause accidents and injuries through the timely installation or implementation of appropriate control and prevention systems.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Revise and update GCC Safety Manuals.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2:
Work with HR department in scheduling of safety training for faculty and staff.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Setup inspections of various buildings within GCC and satellite facilities.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Incorporate in to the MyGCC website the revised & update GCC environmental health & safety emergency operations plan.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Coordinate with human resources dept. on scheduling the environmental health & safety training to students, faculty, & staff.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Review the environmental health & safety inspection procedures for the campus and satellite high schools.

Outcome Description: ENVIRONMENTAL HEALTH & SAFETY DRILLS

AUO # 3 - FA11-SP13:

Environmental Health & Safety Drills will be conducted to improve awareness of campus emergency procedures.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop The plan is to ensure that environmental health & safety regulations are being adhered to, and that they satisfy
down list above: the federal Occupational Safety & Health Administration (OSHA) Standards.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The emergency drill survey form will be provided to faculty, students, and staff to to complete for any comments/recommendations/suggestions relative to the drill. Type of Artifact/Instrument/Rubric/Method/Tool: Exit Interviews/Survey Related Documents: Safety Orientation 2 [Compatibility Mode].pdf	Minimum of 3 drills will be conducted per semester and 75% to 100% of the participants who filled-out the evaluation form should indicate the outcome of the drill was satisfactory and/or helpful.	Emergency Drills will be conducted during the Fall, Spring, and Summer semesters.	Yes

Related Activities

- Annual GOSHA Inspection
- Emergency Drills
- Facilities Safety Inspection
- Occupational Safety & Health Training
- Procure Safety Equip. & Supply
- Safety Committee Mtg

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

- * Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2 (ASD)
To coordinate security services for the campus to ensure that college personnel, students and property are secure.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (F&AD)
To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.

Environmental Health & Safety

- * Program/Unit Level - To administer essential safety programs and provide personal protective equipment to protect all staff, faculty, and students from injuries.
- * Program/Unit Level - To maintain and update all the GCC safety programs and training courses.
- * Program/Unit Level - To ensure that all employees, students, and visitors, are provided with safe workplace and healthful working conditions free from recognized hazards that may cause or are likely to cause death or serious physical harm.
- * Program/Unit Level - To identify workplace hazards and unsafe practices through regular inspections, verification of employee reports of unsafe and unhealthful conditions, and through job accident or injury investigations.
- * Program/Unit Level - To reduce hazards likely to cause accidents and injuries through the timely installation or implementation of appropriate control and prevention systems.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Revise and update GCC Safety Manuals.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2:
Work with HR department in scheduling of safety training for faculty and staff.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Setup inspections of various buildings within GCC and satellite facilities.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Incorporate in to the MyGCC website the revised & update GCC environmental health & safety emergency operations plan.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Coordinate with human resources dept. on scheduling the environmental health & safety training to students, faculty, & staff.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Review the environmental health & safety inspection procedures for the campus and satellite high schools.

Facilities

Mission Statement: Facility Maintenance Department's mission is to maintain the integrity and quality of GCC's physical resources in support of student learning programs and services.

Vision Statement: The vision of the Facility Maintenance department is to maintain facility and equipment so that students, faculty, and staff, have a conducive learning and working environment.

Outcome Description: AUO#1 Quality Maintenance and Repair Services

FA11-SP13 AUO#1:

To provide maintenance and repair of facilities through department's preventative maintenance and inspection process.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop This plan will use information from the GCC Fact Book and ISMP such as enrollment to gauge usage of facilities.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Facilities will use the PM and Inspection checklist to assess GCC's physical resources such as classrooms, generators, etc. Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit Related Documents: PM and Inspection Template.pdf	Seventy five percent (75%) of the issues identified in the PM and Inspection checklist will be addressed in 30 days.	Monthly. In the past staff shortage and absenteeism affected full implementation of this monthly activity. The recently hired maintenance worker (10/10/11) will be assigned to this project.	Yes

Related Activities

- Preventive Maintenance and Inspection

Related Tasks

- * Task Name: PM and Inspection (PM&I)

Task Description: Implement PM&I.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

President/CEO

- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.

Facilities

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Quality maintenance and repair services - we will provide quality maintenance and repair services for college facilities to include cleanliness and sanitation, and the assurance that college grounds are well-kept and aesthetics are properly maintained.

Outcome Description: AUO#2 Responsive Maintenance and Repair Services

FA11-SP13 AUO#2:

To provide responsive maintenance and repair services for a conducive learning and working environment.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop This document supports department's plans to maintain and replace physical resources to support student
down list above: programs and services.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Services are requested through "work.order@guamcc.edu". Upon completion of a work order the requestor is automatically sent an email and asked to complete a customer service survey.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey</p> <p>Related Documents: Work Order Evaluation Survey.pdf</p>	<p>Eighty five percent (85%) of customer service surveys will indicate that they were satisfied with the maintenance and repair services provided.</p>	<p>Surveys will be compiled by the administrative assistant each fiscal year (October 1-September 30).</p>	<p>Yes</p>

Related Activities

- Maintenance Work Request Log
- Survey Cards

Related Tasks

* Task Name: Work Orders

Task Description: Review and compile work orders and corresponding surveys. Administrative Assistant will provide a list of work orders and survey results to Assistant Director.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Establish and implement systematic assessment processes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

President/CEO

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To ensure the college acquires the necessary resources to support its mission.

Facilities

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Responsive maintenance and repair services - we will provide responsive repair services for college facilities to insure that these facilities are fully capable of supporting the educational mission of the Guam Community College.

Outcome Description: AUO#3 Professional Development

FA11-SP13 AUO#3:

To ensure proper maintenance of physical resources.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop Standard describes how physical resources should be maintained in support of student learning. With new
down list above: buildings and technologies (e.g. photovoltaic) professional development is required to maintain resources.

Means of Assessment

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
GCC has a an energy audit and facility master plan which identifies retrofitting fixtures or the construction of new buildings. As such, it is critical for maintenance staff to obtain training in order to safely service these physical resources. Accordingly, training plan will be developed for each maintenance staff.	Eighty percent (80%) of those trained will complete workshop or obtain a grade of "passing" or "C" or better on the training obtained.	Assistant Director will compile data of those who obtained professional development training on a semester basis.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Training Plan			
Related Documents: Professional Development.pdf			

Related Activities

- Professional Development

Related Tasks

* Task Name: Professional Development Schedule

Task Description: Complete a schedule for maintenance staff to obtain professional development (e.g., classes, workshops, apprenticeship).

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Establish and implement systematic assessment processes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

President/CEO

* Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.

Facilities

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Responsive maintenance and repair services - we will provide responsive repair services for college facilities to insure that these facilities are fully capable of supporting the educational mission of the Guam Community College.

Faculty Senate (archived April 2011)

Mission Statement: "The mission of the Faculty Senate of Guam Community College is to serve as an inclusive forum for all College stakeholders to participate in the process of developing and recommending effective policies to the administration for the College to the benefit of our students and the community we serve."

Vision Statement: "To support the vision statement of Guam Community College."

No Outcomes Description defined for this Assessment Unit.

Fire Science Technology Certificate (Cycle dependent)

Mission Statement: Our mission as a unique community college is to be Guam's lead education agency in training, education, and support services in all ways related to Guam's workforce development needs and the career and employment goals of the people and to work in partnership with industry to advance economic development in Guam as a regional focal point for Micronesia within the Asia-Pacific Rim. Our mission is human resource development in

support of Guam's major social and economic development goals.

Vision Statement: The goal of the certificate degree program in Fire Science Technology is to provide graduates with the skills and technical knowledge needed to become a fire company officer.

No Outcomes Description defined for this Assessment Unit.

Food & Beverage Management AS

Mission Statement: The mission of the Food & Beverage Management Program is to provide training, education, and support services in the area of Food & Beverage Service that meets the career and employment goals of the regions workforce, and to work in partnership with the industry and its many components to advance workforce development in Guam and Micronesia.

Vision Statement: To prepare students for a wide variety of career opportunities and to enhance their growth potential within the Food & Beverage industry.

No Outcomes Description defined for this Assessment Unit.

Foundation Board

Outcome Description: FA09-SP11 Conduct Effective Board Business

AUO#1:

Conduct effective implementation of Board business and members' orientation.

Outcome Type: AUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Currently being assessed

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
1a. Specific Tool: Board Self Evaluation Questionnaire (BSEQ). This is a self-assessment survey that will be administered to all sitting membes of the Board. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	1a. 80% of questionnaire respondents will indicate agreement or strong agreement with each of the statements contained in the questionnaire.	1a. In Spring 2010, the BSEQ will be administered to all sitting Foundation Board members either electronically and/or hard copy.	Yes

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Outcome Description: FA09-SP11 Strengthen Institutional Relationships

AUO#4:

Strengthen Institutional Relationships by:

- Introducing Foundation Board members to staff and faculty.
- Conduct on-site tours for new Foundation Board members.
- Participate at events and activities sponsored by students and the college.
- Create visibility with military and federal contractors through a systematic program of information dissemination and feedback.
- Schedule courtesy visits with government leaders, e.g., village mayors, lawmakers, and other stakeholders.

Outcome Type: AUO

Start Date: 10/12/2009
End Date: 03/14/2011
Outcome Status: Currently being assessed

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
4a. Tool: Governing Board Assessment Questionnaire (GBAQ). Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	4a. 80% of questionnaire respondents will indicate agreement or strong agreement with each of the items contained	4a. In Spring 2010, the GBAQ will be administered to all regular participants of the Foundation Board meetings (internal and external).	Yes

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

General Education Committee (Assessment Program)

Mission Statement: The General Education program at Guam Community College is intended to provide students with a breadth of quality student learning experiences, instilling in them a respect for cultural heritage, a commitment to responsible social behavior and a value for lifelong learning. General education strives to foster student learning and skill development in written and oral communication, critical thinking, quantitative reasoning, information literacy, civic engagement, and the understanding of the relationship between the individual and society.

Vision Statement: Guam Community College supports the ideals that high quality general education opportunities for all citizens are necessary for democratic principles and practices to exist and for a sound economy to flourish.

The College carefully scrutinizes the general education curriculum in order to assure that all degrees and certificates granted by the College support this vision of general education and that it serves as a means to inspire hope, opportunity and responsibility in all its constituencies.

No Outcomes Description defined for this Assessment Unit.

General Education Diploma (GED)

Mission Statement: The GED Office is a leader in providing individuals who are 16 years and older, not enrolled in a high school, and does not have a high school diploma, an opportunity to obtain a high school equivalency diploma on Guam.

Vision Statement: Adult learners will earn a high school equivalency diploma by passing the GED(R) Test with a minimum score of 410 on each of the five subject areas and minimum total average of 450.

Outcome Description: Test Schedule - AUO#1

AUO#1 SP2011-FA2012.

Candidates will be scheduled to take the GED Battery test within a month of their request date.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Type of Industry National GED diploma

Certification:

Program SLO/AUO/SSUO GCC Fact Book

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A Monthly Log Book (electronic) to show waiting period from the date candidate applied to take the GED Battery and the actual scheduled test date will be maintained. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: October 2011 Retake GED Test Schedule.pdf October 2011 Actual GED Test Schedule.pdf	75% of the candidates applying to take the GED Battery will be scheduled to take the test within a month of his/her application.	GED tests to be scheduled monthly (up to 20 candidates per testing date).	Yes

Related Activities

- Administering tests
- Ordering testing materials

Related Tasks

* Task Name: Log Book

Task Description: Log Book to be maintained by GED Chief Examiner which will show the waiting period for taking the GED Battery (date candidate applied and date test was scheduled).

* Task Name: Ordering testing materials

Task Description: Test materials to be ordered annually at least three months prior to the start of the calendar year.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)

Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

* Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Establish and implement systematic assessment processes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

School of Trades & Professional Services (TPS)

- * School Level - Provide the necessary support for all courses in terms of equipment and supplies.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological assistance to faculty and programs.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide general education curricula for all college students.

General Education Diploma (GED)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
To test a maximum 300 students in FY 2011 and 2012

Outcome Description: GED - Transition - AUO#3

AUO #3 SP2011-FA2012

The GED office will provide information to and forward recipients' name to participate in the Career Pathway for Adult Learners workshop.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/13/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop Track GED recipients completing the Career Pathway for Adult Learners workshop to assess successful
down list above: registration into PS/Training/Military.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Develop and provide a GED brochure at pre-registration. Maintain a log sheet of those referred to and completed the workshop. Track workshop completers to assess successful registration to PS/Training/Military. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training Related Documents: Adult Learners Career Pathway _July 15 2011_ FINAL.pdf	Of those completing the 5.5-hour workshop, 5% will successfully transition to PS/Training/Military.	Develop brochure & maintain log book; coordinate (workshop) registration through with AEO.	Yes

Related Activities

- Providing test results

Related Tasks

- * Task Name: Transition

Task Description: Develop and provide a GED brochure at pre-registration. Maintain a log sheet of those referred to and completed the workshop. Track workshop completers to assess successful registration to PS/Training/Military.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels:

institutional, program, and course.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Trades & Professional Services (TPS)

- * School Level - Keep all curriculum updated and current.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Supply assistance for institutional learning outcomes.

General Education Diploma (GED)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To increase efficiency of test scoring and reporting
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
To provide administrative support to the GED testing center operation

GVB Tour Guide Certification Training (Archive)

Mission Statement: Note: As per the October 6, 2005 memo from Dr. Ray Somera, this program is inactive.

No Outcomes Description defined for this Assessment Unit.

Health Services Center

Mission Statement: The Health Center supports the college mission statement through provision of optimal health services to its clientele as they seek training and education to meet their career-oriented and employment-related goals.

Vision Statement: The School Health Counselors' vision is for the GCC Health Center to be one of the best campus health centers on Guam and Micronesia.

Outcome Description: FA09-SP11 SSUO#1 BRIEF TOBACCO INTERVENTION (BTI) COUNSELING

SSUO#1:

The Health Center will provide Brief Tobacco Intervention (BTI)counseling for health promotion.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Follow-up documentation of participants in BTI counseling will be reviewed to see an indication of positive behavioral modifications. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: BTIreporttemplate.pdf	At least 50% of participants (n=12) will show reduction in the number of cigarette sticks smoked and/or chewed.	The BTI counseling will be offered to interested students starting Fall 2009. Due to the nursing workload at the Health Center and the counseling entails with BTI, the target number of participants will be 15 or less.	Yes

Related Activities

- Counseling on Health Issues

Related Tasks

- * Task Name: Brief Tobacco Intervention (BTI)
Task Description: The nursing staff will be conducting BTI counseling to interested participants starting Fall 2009.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide support for institutional learning outcomes.

Health Services Center

- * Program/Unit Level - To provide excellent preventive health care services.
- * Program/Unit Level - To provide quality health education.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide excellent preventative health care services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide quality health education on campus.

Outcome Description: FA09-SP11 SSUO#2 HEALTH COUNSELING SERVICES

SSUO#2:
Counseling on health-related issues will be provided to clients of the Health Center.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Health counseling will be provided, when appropriate, to clients seen for management of injuries sustained on campus. Type of Artifact/Instrument/Rubric/Method/Tool:	At least 85% of clients seen for on-campus injuries who have been provided with health	Accident report will be utilized and completed for clients seen at the Health Center who	Yes

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Document Review Related Documents: templatehealthauditaccidentreports.pdf	counseling will indicate positive behavioral change on health management.	sustained injuries on campus, and review/audit of records will be conducted.	

Related Activities

- Review of accident reports and referrals

Related Tasks

- * Task Name: Health Counseling

Task Description: The nursing staff will conduct health counseling to clients who suffered on-campus injuries and to do follow-ups if positive health/safety learning has occurred from counseling.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide support for institutional learning outcomes.

Health Services Center

- * Program/Unit Level - To provide excellent preventive health care services.
- * Program/Unit Level - To provide quality health education.
- * Program/Unit Level - To provide quality nursing care to the ill and injured.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide quality nursing care to the ill and injured on campus.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide excellent preventative health care services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide quality health education on campus.

Outcome Description: FA09-SP11 SSUO#3 IMMUNIZATION SERVICES

SSUO#3:

Immunization services will be provided for college enrollment and health promotion at the Health Center.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Immunizations will be provided, when appropriate, to clients seen for college enrollment and health promotion. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: Template Immunizations Audit Summary.pdf Immunizations_Audit_Summary_	100% of students (n=2,058) will comply with immunization requirements for college enrollment.	Audit of students immunizations record in Banner will be conducted to determine compliance.	Yes

Related Activities

- Audit of student immunizations

Related Tasks

- * Task Name: Immunization Services

Task Description: Audit of the following will be done by the nursing staff: immunizations administered, compliance to required immunizations for college enrollment, and adequacy of supplies for conducting immunizations clinic.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide support for institutional learning outcomes.

Health Services Center

- * Program/Unit Level - To provide excellent preventive health care services.
- * Program/Unit Level - To provide quality health education.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide excellent preventative health care services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide quality health education on campus.

Outcome Description: FA11-SP13 SSUO#3 TUBERCULOSIS (TB)SKIN TEST & TB CLEARANCE REQUIREMENTS

Fall 2011-Spring 2013:

The nursing faculty of the Health Center will enforce adherence to TB skin test & TB clearance requirements of George Washington High School (GWHS) cross-enrolled students who attend career-technical classes on campus.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop The enforcement of TB test & TB clearance requirements is in adherence to Public Law 22-130 which mandates
down list above: all students to provide the school official a copy of the TB test result. This law also requires that a student with positive test result obtain a Certificate of Tuberculosis Evaluation from the Department of Public Health & Social Services (DPHSS).

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>The students' TB test/clearance files will be will be reviewed for compliance rate.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Document Review</p> <p>Related Documents: Letter to Parents on TB test/clearance requirement TB test form TB clearance </p>	<p>All (100%) new GWHS cross-enrolled students (n=465) will comply to TB test/clearance requirements and all (100%) continuing students who are positive reactors (n=36) to TB skin test will comply to submission of an updated TB clearance based on the guidelines established by the Department of Public Health and Social Services (DPHSS).</p>	<p>The nursing faculty will go to various career-technical high school classes on campus at the beginning of Fall 2011 to discuss and distribute the TB test requirement letter and forms for students to take home and their parents to complete. The completed TB skin test forms will be submitted by instructors to the Health Center. The TB testing and clearance follow up will be conducted from the last week of September 2011 to the third week of October 2011.</p> <p>The nursing faculty will work closely with instructors to enforce adherence. Parents will be contacted by telephone calls as necessary. Students who do not comply will then be referred to the Associate Dean of Student Support.</p>	Yes

Related Activities

- Audit of student TB clearances

Related Tasks

- * Task Name: TB skin test and TB clearance requirements

Task Description: Adherence to TB skin testing and TB clearance requirements

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#5 (Institutional Learning Outcome)

Students will demonstrate civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Health Services Center

- * Program/Unit Level - To provide excellent preventive health care services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide excellent preventative health care services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To provide preventative health care services.

Outcome Description: FA11-SP13 SSUO#1 BRIEF TOBACCO INTERVENTION (BTI)

Fall 2011-Spring 2013:

The Health Center will continue providing Brief Tobacco Intervention (BTI) counseling to interested participants.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop The BTI results from the previous assessment cycle showed a success rate in smoking reduction as well as
down list above: positive behavioral modifications among participants. The plan is for the Health Center to continue accepting new participants to BTI as long as caseload permits. In this assessment cycle, the target populations are George Washington High School (GWHS) Cross-Enrolled students.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Review of BTI report will be done to measure success rate in the reduction of cigarette consumption.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Document Review</p> <p>Related Documents: BTI initial visit form BTI Follow Up Visit Report Form</p>	<p>At least 70% of participants (n=12 maximum) will show reduction in the number of cigarette sticks consumed and positive behavioral modifications.</p>	<p>The recruitment of interested participants and the start of BTI will take place in Fall 2011.</p> <p>The target population are interested minors, ages 15-17 years old, from GWHS vocational classes. Parental consent form for participation in BTI will be required for the minor participants.</p> <p>Due to the caseload of nursing faculty in the Health Center, the maximum number of participants will be set to 12.</p>	Yes

Related Activities

- Brief Tobacco Intervention (BTI) counseling

Related Tasks

- * Task Name: Brief Tobacco Intervention (BTI)

Task Description: Counseling on Brief Tobacco Intervention (BTI)

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Health Services Center

- * Program/Unit Level - To provide quality health education.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide quality health education on campus.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To provide quality health education/counseling on campus.

Outcome Description: FA11-SP13 SSUO#2 EMERGENCY & HEALTH INFORMATION FORM

Fall 2011-Spring 2013:

The Health Center's nursing faculty will enforce adherence to the completion of Emergency & Health Information form of George Washington (GWHS) cross-enrolled students.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO GCC Fact Book

Plan reflects/incorporates:

Notes from the pull/drop The completed Emergency & Health Information forms will be utilized when taking care of GWHS cross-enrolled
down list above: students who are taking career-technical classes on campus.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>The Emergency & Health Information files will be reviewed to see All (100%) of GWHS cross-enrolled students (n=782) will comply with the submission of Emergency & Health Information form.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Document Review</p> <p>Related Documents: Emergency & Health Information form Medication Consent Form </p>		<p>The nursing faculty will go to various career-technical high school classes on campus at the beginning of Fall 2011 to discuss and distribute the Emergency & Health Information forms for students to take home and their parents to complete. The forms are to be taken home for parents to complete and are to be turned in to the Health Center. The follow up of Emergency & Health Information forms submission will be conducted from last week of September to the third week of October 2011, the same dates for TB testing/clearance schedules. The nursing faculty will work closely with instructors, and parents will be contacted as necessary. Students who do not comply will be referred to the Associate Dean of Student Support.</p>	Yes

Related Activities

- Emergency & Health Information Form

Related Tasks

* Task Name: Completion of Emergency & Health Information Form

Task Description: To enforce completion of Emergency & Health Information form of GWHS cross-enrolled students

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the

institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

Academic Affairs Division (AAD)

* Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes.

The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Establish and implement systematic assessment processes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1

Provide appropriate administrative and technological support for student services and programs.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide appropriate administrative and technological support for student services and programs.

Health Services Center

* Program/Unit Level - To provide quality nursing care to the ill and injured.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

Provide quality health education on campus.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To provide quality health education/counseling on campus.

Hospitality Industry Management AS (Archive-March 2010)

Mission Statement: The mission of the Hospitality Industry Management Program is to provide training, education, and support services in the area of Hospitality, tour & Travel that meets the career and employment goals of the regions workforce, and to work in partnership with the industry and its many components to advance workforce development in Guam and Micronesia.

Vision Statement: To prepare students for a wide variety of career opportunities and to enhance their growth potential within the Hospitality and Travel industry.

No Outcomes Description defined for this Assessment Unit.

Hospitality Institute (Archive)

Mission Statement: Note: As per the October 6, 2005 memo from Dr. Ray Somera, this program is inactive.

No Outcomes Description defined for this Assessment Unit.

Hotel Operations & Management AS

Mission Statement: The mission of the Hotel Operations & Management Program is to provide training, education, and support services in the area of Hospitality and Hotel Operations that meets the career and employment goals of the regions workforce, and to work in partnership with the industry and its many components to advance workforce development in Guam and Micronesia.

Vision Statement: To prepare students for a wide variety of career opportunities and to enhance their growth potential within the Hospitality Industry.

No Outcomes Description defined for this Assessment Unit.

Human Resources

Mission Statement: To support the College's mission and goals, Human Resources delivers comprehensive human resource services that support the efficient and effective recruitment, selection, development, and retention of qualified employees, the negotiation of the terms and conditions of employment for union contracts, and the development and administration of the personnel rules and regulations.

Vision Statement: To become a full service Human Resources Office which provides service employee assistance programs.

Outcome Description: Personnel Files

AUO#1 FA2011-SP2013 :

To provide added security of full-time employees personnel files by backing up records electronically and storing them off-campus.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop down list above: This will be done with the use of the Banner Document Management Suite (BDMS).

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Banner Document Management System (BDMS). HR will scanned active employee's personnel file and save records on Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: 2011 Banner Document Management Suite[1].pdf	80% of all full-time active employees personnel files will be scanned and saved in Banner.	HR will work on scanning process during the school breaks (Thanksgiving, Christmas, Spring and Summer).	Yes

Related Activities

- ACCJC Standard III.A.5.a and b

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Finance and Administration (F&A)

* Division Level - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island's workforce.

Human Resources

* Program/Unit Level - To provide efficient and effective support for the primary human resource functions at the College: hiring, performance evaluation, promotion, training, and development.

Outcome Description: New Administrator's Performance Evaluation Tool

AUO#2 FA2011-FA2013 :

To implement the new Administrator's Performance Evaluation Tool to ensure that Administrators are performing at expected levels.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop Compensation Study for academic administrators.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
New Administrator's Performance Evaluation Tool Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: MASTER - Academic Administrators Form.docx	100% of administrators will be trained on the proper use of the new tool and will follow the semi-annual evaluation schedule.	Training will begin in November 2011 and continue in 2012. Training will be scheduled as needed.	Yes

Related Activities

- ACCJC Standard III.A.5.a and b

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Finance and Administration (F&A)

* Division Level - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island s workforce.

Human Resources

* Program/Unit Level - To provide efficient and effective support for the primary human resource functions at the College: hiring, performance evaluation, promotion, training, and development.

Outcome Description: Faculty Performance Appraisal

AUO#3 FA2011-SP2013 :

To compile information on assessment compliance and faculty performance evaluation to support faculty pay for performance.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop Standard III, faculty action plan as of September 2011.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Faculty performance evaluation tool and performance evaluation rubric; and AIE&R memo on compliance on deadlines and quality. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents:	100% of faculty performance evaluation results will be compared with AIE&R memo on assessment compliance on deadlines and quality of reports and plans.	HR review and report on the faculty evaluation results for AY2011-AY2012 during the summer of 2012. HR will compare these results with the AIE&R memo on compliance on deadlines and quality in March	Yes

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Non-Compliance Memo to AVP October 2011 deadline attachments.pdf Dean Reilly March 2011 compliance report.pdf Rubric_ALL SECTIONS_Instructional Faculty_revised 10282010[1].pdf			
2012 and Oct. 2012.			

Related Activities

- ACCJC Standard III.A.5.a and b

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Finance and Administration (F&A)

- * Division Level - ISMP GOAL #1

Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island s workforce.

Human Resources

- * Program/Unit Level - To provide efficient and effective support for the primary human resource functions at the College: hiring, performance evaluation, promotion, training, and development.

Instructional Technology Center (Archive)

Mission Statement: To enhance the delivery of GCC Program curriculum by providing innovative integration of technology into our classrooms.

Vision Statement: The instructional Technology center envisions a time when the faculty of Gcc will have the knowledge and resources to conduct or deliver course information through varying degrees of technology.

No Outcomes Description defined for this Assessment Unit.

Introduction to Health Occupation Secondary

Mission Statement: The Mission of the Introduction to Health Occupation Secondary Program is to prepare and motivate students to pursue further education towards a career in the medical sciences with emphasis on nursing by providing a rigorous specialized curriculum and community based partnerships to inspire students to serve the community with compassion, skill and vision.

Vision Statement: The Vision of the Introduction to Health Occupation Secondary Program is to provide Guam Public High School students with the knowledge and skills that will enable them to succeed in a post secondary institution on Guam to obtain a degree and career in the health care industry.

No Outcomes Description defined for this Assessment Unit.

Judicial Affairs (Archive)

Mission Statement: The Office of Judicial Affairs seeks to uphold the Student Code of Conduct in a way that ensures the Guam Community College is fully able to enact its mission. A safe and educational environment will be maintained by educating students about the Code, and by ensuring that students are treated fairly throughout judicial proceedings. The Office seeks to empower students to develop a sense of ownership over the college environment, working together to create a culture marked by commitments to high behavioral standards.

PER 9-30-05 MEMO FROM TSS DEAN, THE ADMIN UNIT OUTCOME FOR THIS PROGRAM WILL BE INCORPORATED WITH AUXILIARY SERVICES.

Vision Statement: As the GCC program responsible for the maintenance and enforcement of Guam Community College's Student Code of Conduct, the OJA will receive documentation of Code violations from throughout GCC, bring students to summary and full hearings as appropriate, and adjudicate each case fairly and educationally. The OJA will work defectively with the Student Support Services Office, the Registrar's Office and the Council on Post secondary Student Affairs, and will involve students in the process of guiding the functions of the Office and in hearing summary cases when appropriate.

No Outcomes Description defined for this Assessment Unit.

Learning Resource Center

Mission Statement: MISSION STATEMENT :

The mission of the Guam Community College Library/Learning Resource Center is to provide learning resources and services to support and enrich the educational mission of the Guam Community College.

Guam Community College Library supports the mission of the College by providing a wide range of services to assist students in attaining their academic, career and personal goals. By teaching students information literacy skills, students are assisted to successfully complete their professional and technical programs and helped to become life long learners. Likewise, the library provides faculty with resources that support the curriculum and teaching in various College programs.

GCC Library also directly assists students in achieving their career goals by making career information available in order to assist students in making decisions about their future role in the workforce. Finally, GCC Library provides an appropriate library environment, learning resources and competent assistance in accessing and using information.

Vision Statement: Guam Community College Library will be the campus leader in helping students learn information literacy skills to become effective library users, information consumers and life-long learners.

Outcome Description: SSUO#1 CUSTOMER SERVICES

FA11-SP13 SSUO#1:

Students will receive competent assistance when borrowing materials, asking directional questions, using computer stations, making audio-visual requests, or conducting other library business.

Outcome Type: SSUO

Start Date: 03/14/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop SSUO#1 incorporates the need for information to "assess the staffing needs" as noted in the Self Study Report.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Surveys and focus groups will be used to determine quality of customer services. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey	80% of students will report satisfaction with the assistance provided when requesting Circulation and Customer Services.	Student Satisfaction Surveys will be administered each Semester. Student Focus Group in March, 2012.	Yes

Related Activities

- Student Focus Group
- Student Survey

Related Tasks

* Task Name: Evaluation of Customer Services

Task Description: Customer Services will be evaluated through surveys and focus groups conducted during the assessment cycle.

Related Goals

Guam Community College

* Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic

commitment to learning, student development, and staff professional development.

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)

Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Learning Resource Center

- * Program/Unit Level - Customer Services : to provide excellent customer service for students, staff and faculty at the Circulation Desk.
- * Program/Unit Level - Personnel: to foster the growth and training of library personnel to provide quality instruction and services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide sufficient technology to support student learning and faculty instruction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Provide security for library and library materials.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Provide security for library and library materials.

Outcome Description: SSUO#2 INFORMATION LITERACY SKILLS

FA11-SP13 SUO#2:

Students will learn information literacy skills to become effective library users, information consumers and life long learners.

Outcome Type: SSUO

Start Date: 03/14/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop SSUO#2 will incorporate the Self Study Report suggestion to "identify courses within the general education down list above: curriculum, and the technical requirements of programs that have student learning outcomes related to information competence".

Means of Assessment

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Surveys and focus groups will be used to determine effectiveness of instruction.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey</p> <p>Related Documents: Student Focus Group Questions, Rev. Faculty Instructional Survey, Rev. Faculty Instructional Survey, Rev.</p>	80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.	Student & Faculty Surveys and Focus Groups in March, 2012. Student artifacts will be collected each Semester.	Yes

Related Activities

- Faculty Focus Group
- Faculty Survey
- Student Focus Group
- Student Survey

Related Tasks

* Task Name: Evaluation of Information Literacy Instructional Program

Task Description: Evaluation of the Information Literacy Program will be assessed by administering surveys and conducting focus groups to determine the effectiveness of the instructional program.

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide support for institutional learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Provided support for institutional learning outcomes.

Learning Resource Center

- * Program/Unit Level - Instructional Services: to integrate information literacy into every course in the curriculum.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide information literacy instruction to ensure students become effective library users, information consumers and lifelong learners.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide sufficient resources to support the curricular needs of faculty and students.

Outcome Description: SSUO#3 LEARNING RESOURCES

FA11-SP13 SSUO#3:

The library will provide sufficient resources to support the curricular needs of faculty instruction.

Outcome Type: SSUO

Start Date: 03/14/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop SSUO#3 will access the need to "provide direct access to a portion of student library fees" for funding learning down list above: resources.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A survey and focus group will be used to determine sufficiency of learning resources. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey Related Documents: Faculty Instructional Survey, Rev. Faculty Focus Group Questions, Rev.	80% of faculty will report that the library collections meet their instructional and curricular needs	Faculty Survey and Focus Group in March, 2012.	Yes

Related Activities

- Faculty Focus Group
- Faculty Survey

Related Tasks

- * Task Name: Evaluation of Resources

Task Description: A faculty survey and focus group will be used to determine the sufficiency of resources to support the curriculum.

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide adequate support of program growth.

Learning Resource Center

- * Program/Unit Level - Collection Development: to provide resources (print and electronic) to support each program and class in the curriculum.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide sufficient resources to support the curricular needs of faculty and students.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide sufficient resources to support the curricular needs of faculty and students.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (Growth Budget)
Provide sufficient resources to support the curricular needs of faculty and students.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide sufficient resources to support the curricular needs of faculty and students.

Outcome Description: SSUO#4 LIBRARY TECHNOLOGY AND FACILITIES

FA11-SP13 SSUO#4:

Students and faculty will be provided with the most current library technology and appropriate facilities to support student learning and improve access to information.

Outcome Type: SSUO

Start Date: 03/14/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop SSUO#4 will be used to "research the need and demand for additional electronic resources including e-books, e-down list above: book readers and computer tablets to facilitate the use of enhanced electronic services.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Surveys and focus groups will be used to evaluate library technology. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey Related Documents: Student Focus Group Questions, Rev. Faculty Instructional Survey, Rev.	80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.	Student & Faculty Surveys and Focus Groups in March, 2010.	Yes

Related Activities

- Faculty Focus Group

- Faculty Survey
- Student Focus Group
- Student Survey

Related Tasks

* Task Name: Evaluation of Library Technology and Facilities

Task Description: Student surveys and a faculty focus group will be used to evaluate current library technology and facilities.

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Learning Resource Center

- * Program/Unit Level - Facilities: to develop and maintain a Library/Learning Resource Center facility that supports the mission of Guam Community College.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide sufficient technology to support student learning and faculty instruction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide sufficient equipment to support student learning and faculty instruction.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (Growth Budget)
Provide sufficient resources to support the curricular needs of faculty and students.
- * Program/Unit Level - FY2012 PRG#2
Provide sufficient equipment to support student learning and faculty instruction.

Liberal Studies AA (formerly Liberal Arts)

Mission Statement: The Associate of Arts in Liberal Arts program provides students with the means to engage in critical insight,

reasoning, mature judgment, and independent thinking; awakens students to a sense of the importance of values, self-awareness, and responsibility; and prepares students for scholarly excellence.

Vision Statement: The vision of the Liberal Arts program of Guam Community College is to produce lifelong learners who engage in personal and intellectual growth, are prepared for citizenship, and thrive in a diverse, complex, and changing society.

No Outcomes Description defined for this Assessment Unit.

Lodging Management Secondary

Mission Statement: The Lodging Management Program (LMP) provides students the skills and competencies required to achieve career choices and to create an understanding of the tourism and hospitality industry.

Vision Statement: The Lodging Management Program provides entry-level workforce and career development to high school students in the tourism and hospitality industry.

No Outcomes Description defined for this Assessment Unit.

Management Information Systems

Mission Statement: To assist GCC in accomplishing its mission by supporting overall goals and objectives through automation and technology with high quality values, services, and enhancements in today's world of technology.

Vision Statement: In support of GCC's vision, mission, and goals, MIS provides technical services in the overseeing, automation, networking, and security of information system resources, and in the overall acquisition, implementation, and management of various communications and business solutions that use computer technology for administrative, financial, and academic functions.

MIS seeks to always improve the college's standards for hardware and software systems in support of instructions and operations. The MIS section is constantly monitoring the network for problem areas and seeking ways to improve performance. MIS also continues to keep a watchful eye on our Internet communication to ensure that reasonably speedy and reliable connection is available for all users.

Outcome Description: Internet Capacity, Reliability, and Management

AUO #1 FA2011-SP2013:

MIS will ensure that sufficient Internet bandwidth and 24/7 access to and from on-campus networked and Internet resources, as well as services such MyGCC, E-Mail and the WWW.GUAMCC.EDU website is provided for faculty, staff, administrators, and students.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop down list above: This plan reflects Standards 3C1.d. Self-Evaluation, of the current Self Study Report. "The College is continuing to increase its facilities, infrastructure and technology in accordance with the EA and the ITSP. The EA allows for the expansion, growth and modernization of its infrastructure. The current bandwidth requirements for the College are sufficient, but as more labs and networks are brought on line it will need to increase to at least twice the capacity it presently provides."

Also, as identified in the previous assessment cycle, tools developed will be incorporated and complimented by updates from the current and ongoing Information Technology Audit, which will also result in updates to the Information Technology Enterprise Architecture (EA) and the Information Technology Strategic Plan (ITSP).

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
MIS will collect and analyze one year worth of Internet traffic activities to evaluate bandwidth capacity utilization and reliability. In addition to all tools developed and used in the previous assesment cycle, MIS will also be using (when completed in November 2011) the current or ongoing Technology Audit results and recommendations, as well as the Enterprrie Architecture (EA) and the Information Technology Strategic Plan (ITSP) documents as a method to gauge whether reliable access and sufficient Internet bandwidth is being provided and managed effectively.	GCC faculty, staff, administrators, and students will not exceed 75% of available incoming and 75% of available outgoing Internet bandwidth, as its daily average use, while having 100% access of on-campus networked and online resources to and from the Internet. MIS will identify and take steps to initiate at least 51% of the combined technology audit,	In addition to all tools currently available to manage and measure capacity, usage, and reliability of Internet access and bandwidth daily, MIS will also identify challenges and opportunities for improvements from the Technology Audit, the ITSP, and the EA documents. Bring these findings to the College Technology Committee (CTC), decision makers,	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Related Documents: 2011 GCC EA_11012011 - undergoing updates.pdf 2011 GCC ITSP - undergoing update.pdf 2011 IT Audit Proposal.pdf Assessment 2011 Artifact 1.pdf	ITSP, and the EA recommendations, while using the same documents as a yardstick to measure progress or improvements specific to Internet connectivity.	committees, respective individuals, or student, faculty, staff, and administrator groups to get their feedback and help in prioritizing Internet bandwidth usage, capacity planning, and improving reliability. MIS will also research technologies that allow for bandwidth shaping, allocation and management. These aforementioned activities will be conducted within a year's time from October 2011 to October 2012. By that time there should be sufficient information and completed activities to write the Summary of Results by October 2012 and show how results lead to changes in March 2013.	

Related Activities

- Internet Line Improvement
- Self-Study Report, Standards 3C. Technology Resources
- Self-Study Report, Standards 3C. Technology Resources, 3C1.
- Self-Study Report, Standards 3C. Technology Resources, 3C1.d.

Related Tasks

- * Task Name: Procure Internet Bandwidth Services from Internet Service Providers
Task Description: Create Internet bandwidth bid specifications, and follow through with the procurement process.
- * Task Name: Strategies Development
Task Description: Create strategies to help in planning for sufficient network and Internet capacity and to optimize these resources for current environment and future growth inclusive of emerging technologies and services.

Related Goals

Guam Community College

- * Institution Level - The College must continue its long history of demonstrated effective management practices, fiscal responsibility, and academic integrity.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (F&AD)
To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.

Management Information Systems

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide effective management of computer technology and related resources in order for the college to carry out its mission and to provide students access to tools that will help them meet their educational goals.

Outcome Description: Meeting Institutional Information Technology Needs

AUO #2 FA2011-SP2013:

MIS will ensure that information technology resources help meet the needs of learning, teaching, college-wide communications, research and operational systems in support of Student Learning and Administrative Unit Outcomes (SLO/AUO).

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Self Study Report

Plan reflects/incorporates:

Notes from the pull/drop Reflects Self Study Report, Standard 3C, Technology Resources, 3C1.

down list above: "The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research and operational systems."

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A Client/Customer Service Survey relative to information technology resources as previously developed, and published will be made available, again, both online and on hardcopy, and will be initiated and distributed via e-mails, online campus announcements, in meetingss, and in face-to-face engagements with the college's user community. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey Related Documents: MIS Customer-User Satisfaction Survey.pdf MIS Customer/User Satisfaction Survey	At least 75% surveyed will be satisfied with the level of computer technology resources meeting their needs and efforts towards SLO and AUO goals.	Before or by Spring 2011, the client/customer service survey for computer technology resources will be administered via the web, e-mails, hardcopy drop-offs, one-on-one, and office meetings with various departments, committees, and groups. The collection, tabulation, analysis and reporting of the survey results will be conducted by or before October 2012, and will be used to affect changes by March 2013.	Yes

Related Activities

- Client/Customer Satisfaction Survey
- Self-Study Report, Standards 3C. Technology Resources
- Self-Study Report, Standards 3C. Technology Resources, 3C1.

Related Tasks

* Task Name: Re-establish Client/Customer Service Survey

Task Description: Re-establish Client/Customer Service Survey and administered in multiple ways, via Web, E-mails, campus announcements, and Face-to-Face.

Related Goals

Guam Community College

- * Institution Level - The College must continue its long history of demonstrated effective management practices, fiscal responsibility, and academic integrity.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Division Level - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island s workforce.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (ASD)
Provide support services in the most efficient and cost effective manner to the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (F&AD)
To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.

Management Information Systems

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide sufficient technology support by hiring, training, and retaining managerial, technical, and operational personnel, or outsourcing services, to help meet the computer needs of students, programs and service areas.

Outcome Description: Enterprise Information Technology Needs Priorities

AUO #3 FA2011-SP2013:

MIS will ensure and facilitate the adherence of Information Technology (IT) operations and action items according to the Enterprise Architecture (EA) and to the Information Technology Strategic Plan (ITSP) by actively participating in decision-making and advisory committees, as well as, conducting reviews and comparisons of actual events versus priority plans.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop Reflects the Information Technology Strategic Plan (ITSP) component of the ISMP and in conjunction with the **down list above:** Information Technology Enterprise Architecture (EA) document.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Activity inspections and comprehensive document reviews of the EA and ITSP will be used to directly gauge adherence by the college based on operations and action items, as written, versus what is in place, what is upcoming, in actual plans, and what remaining technology-related activity items not yet addressed. Type of Artifact/Instrument/Rubric/Method/Tool: Activity audit Related Documents: 2011 GCC EA_11012011 - undergoing updates.pdf 2011 GCC ITSP - undergoing update.pdf 2011 IT Audit Proposal.pdf ISMP_with_ITSP.pdf	Findings will indicate that at least 60% of all identified operational and action items, or activities, from the EA and the ITSP are in place, upcoming, or in actual plans.	The activity audit will begin immediately and will last to October 2012. The Summary of Results will be ready by or before the end of October 2012, and will show how it leads changes by March 2013.	Yes

Related Activities

- Projects
- Self-Study Report, Standards 3C. Technology Resources

Related Tasks

- * Task Name: Activity Audits Comparison with EA and ITSP

Task Description: To conduct actual technology activity audits and compare with the EA and ITSP documents.

Related Goals

Guam Community College

- * Institution Level - The College must continue its long history of demonstrated effective management practices, fiscal responsibility, and academic integrity.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Division Level - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island s workforce.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (F&AD)
To provide leadership and guidance to ensure that financial planning realistically aligns with available resources, institutional plans, and institutional priorities.

Management Information Systems

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Manage the acquisition, integration, deployment, and maintenance of computer hardware, software, and related equipment and applications to continually enhance the information technology infrastructure of the college.

Marketing AS

Mission Statement: The mission of the Marketing program is to develop a marketing workforce reflecting the needs arising from the continual changing economic business environment in the Guam community and the region.

Vision Statement: The Marketing program envisions to produce marketing graduates who are knowledgeable and skillful in generally accepted marketing principles so that they will meaningfully contribute to their respective organizations.

No Outcomes Description defined for this Assessment Unit.

Marketing Education Secondary

Mission Statement: The mission of the Marketing program is to develop a marketing workforce reflecting the needs arising from the continual changing economic business environment in the Guam community and the region.

Vision Statement: The Marketing program envisions to produce marketing graduates who are knowledgeable and skillful in generally accepted marketing principles so that they will meaningfully contribute to their respective organizations.

Outcome Description: AY07-08 SLO#2 Student Suvey

Through the completion of a survey, students will characterize the impact marketing education has had on their future plans, their ability to use technology, their customer service orientation, their ethical standards, their ability to communicate effectively, and their leadership skill.

Outcome Type: AUO/SSUO

Start Date: 08/15/2007

End Date: 10/12/2009

Outcome Status: No longer a desired outcome

Program Level SLO N/A

Industry National

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>All 3rd year marketing students at each of the 4 public high schools will complete the attached survey, which will be rated by the Marketing Advisory Committee.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey</p> <p>Related Documents: Student Survey - Secondary.doc Rubrics for Scoring of Secondary Survey.doc Consolidated Scoring Sheet Secondary Marketing Survey 2008.doc</p>	<p>60% of the students will indicate they plan to continue their marketing education or work in a marketing career; 90% of the students will indicate marketing has been a valuable experience; 85% of the students will indicate they have learned technology in marketing; 80% of the students will indicate they have become more customer oriented; 75% of the students will indicate they have become more ethical; 80% of the students will indicate their ability to communicate effectively has improved; and 75% of the students will indicate their leadership skills have improved.</p>	<p>Student surveys were collected from SHS and GWHS in September 2008. Student surveys from SSHS and JFKHS were collected in November</p>	Yes

Related Courses

- VEMK050 - Marketing IA

Related Documents:

[VEMK050 2007-05-16 SR.pdf](#)
[VEMK050_2NSR_2010-03-19.pdf](#)
[VEMK050_1SR_1997-12-04](#)
[VEMK050_2NSR_2001-02-12](#)
[VEMK050_2NSR_2011-01-03.pdf](#)
[VEMK050_1SR_2011 12 12.pdf](#)

- VEMK060 (archived Dec. 2011) - Marketing IIA

Related Documents:

[VEMK060 2007-04-25 SR.pdf](#)
[VEMK060_2NSR_2010-03-19.pdf](#)
[VEMK060_1SR_2005-04-06](#)
[VEMK060_1SR_2007-04-25](#)
[VEMK060_2NSR_2011-01-03.pdf](#)
[VEMK060_1SR_2011 12 12.pdf](#)

- VEMK062 (formerly VEMK066) - Marketing Sales and Services Lab IIA

Related Documents:

[VEMK062_2NSR_2010-03-25.pdf](#)
[VEMK062_1SR_2012_05_28.pdf](#)

- VEMK078 (now VEMK072) - Marketing Lab III

Related Documents:

[VEMK078 2007-05-16 SR.pdf](#)
[VEMK078_2NSR_2010-03-19.pdf](#)
[VEMK078_2NSR_2010-03-25.pdf](#)
[VEMK078_1SR_2010-04-21.pdf](#)
[VEMK078_1SR_2001-04-05](#)
[VEMK078_1SR_2007-05-16](#)

Related Tasks

* Task Name: Student Survey

Task Description: Students will complete an attitudinal survey.

Related Goals

Guam Community College

* Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality

of life goals.

Academic Affairs Division (AAD)

- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Marketing Education Secondary

- * Program/Unit Level - To produce marketing graduates who have a high level of self confidence about their knowledge and skills.

Related Course SLO

- * VEMK050 - Marketing IA: Functions and foundations involved in Marketing - SLO#1 SP 2010-FA 2012:
Upon successful completion, the students will understand the functions and foundations involved in Marketing.
- * VEMK050 - Marketing IA: Communication Skill - SLO#3 FA 2011-SP 2013 Upon successful completion of this course, students will feel confident about their communication skills.
- * VEMK051 - Marketing IB: IDENTIFY STEPS IN THE SALES PROCESS - SLO#1
Upon successful completion of this course, students will be able to understand the sales process and be able to guide customers through the seven stages of the sales process.
- * VEMK060 (archived Dec. 2011) - Marketing IIA: MARKETING MANAGEMENT and PLANNING - SLO#3 AY:
Upon successful completion of this course, students will feel confident about their skills associated with the functions of marketing: marketing information management, pricing, and product/service planning
- * VEMK061 (archived Nov. 2011) - Marketing IIB: CREATE A PROFESSIONAL RESUME - SLO#2 SP 2010-FA 2011
Upon successful completion of this course students will be able to create a professional resume
- * VEMK061 (archived Nov. 2011) - Marketing IIB: DEVELOP BUSINESS PLAN - SLO#4 SP 2010 - FA 2011:
Upon successful completion of this course, students will be able to identify and demonstrate the required knowledge in developing a business like business plan in lieu of future career.
- * VEMK066 (now VEMK062) - Marketing Sales & Servicea IIA: Apply basic skills and knowledge involved in the sales process - SLO#1 SP 2010-FA 2011
Upon successful completion of this course, students will be able to apply basic skills and knowledge involved in the sales process.
- * VEMK066 (now VEMK062) - Marketing Sales & Servicea IIA: DEVELOP A PROMOTIONAL MIX - SLO#2 FA - SP:
Upon successful completion, students will be able to develop a promotional mix.
- * VEMK066 (now VEMK062) - Marketing Sales & Servicea IIA: FEEL CONFIDENT IN PROVIDING CUSTOMER SERVICE - SLO#3 SP FA:
Upon successful completion, students will feel confident in providing customer service.
- * VEMK067 (now VEMK063) - Marketing Lab II: Apply basic skills and knowledge involved in the sales process - SLO#1 SP 2010-FA 2011:
Upon successful completion of this course, students will be able to apply basic skills and knowledge involved in the sales process
- * VEMK067 (now VEMK063) - Marketing Lab II: DEVELOP A PROMOTIONAL MIX - SLO#2 AY:
Upon successful completion, students will be able to develop a promotional mix
- * VEMK067 (now VEMK063) - Marketing Lab II: FEEL CONFIDENT IN PROVIDING CUSTOMER SERVICE - SLO#3 AY:
Upon successful completion, students will feel confident in providing customer service
- * VEMK070 (archived 2010) - Marketing IIIA: DESCRIBE THE MANAGEMENT FUNCTIONS - SLO#1 AY:
Upon successful completion of this course, students will be able to describe the management functions.
- * VEMK070 (archived 2010) - Marketing IIIA: Demonstrate management skills - SLO#2 SP 2010-FA 2011:
Upon successful completion of this course, students will be able to demonstrate management skills
- * VEMK070 (archived 2010) - Marketing IIIA: IMPROVE EMPLOYABILITY - SLO#3 AY:
Upon successful completion of this course, students will be able to improve employability through the practice of marketing skills in the business environment.
- * VEMK071 (archived 2010) - Marketing IIIB: IDENTIFY CAREER OPPORTUNITIES IN MARKETING - SLO#1 AY:
Upon successful completion of this course, students will be able to identify career opportunities in Marketing.
- * VEMK071 (archived 2010) - Marketing IIIB: Prepare a higher level of education and related job - SLO#3 SP 2010-FA 2011:
Upon successful completion of this course, students will be prepared for higher level marketing education and/or entry-level marketing related job.
- * VEMK078 (now VEMK072) - Marketing Lab III: DEVELOP A BUSINESS-LIKE PROCEDURES & ATTITUDES - SLO#2 FA-SP:
Upon successful completion of this course, students will be able to develop a business-like procedures and attitudes

- * VEMK078 (now VEMK072) - Marketing Lab III: FEEL CONFIDENT IN MANAGERIAL SKILLS - SLO#3 FA-SP:
Upon successful completion of this course, students will feel confident in their managerial skills.
- * VEMK078 (now VEMK072) - Marketing Lab III: STORE OPERATIONS - SLO#4
Upon completion of this course, students will be able to complete the lab test at the end of the student store operation.
- * VEMK079 (now VEMK073) - Marketing, Sales & Services Lab IIIB: DEVELOP BUSINESS-LIKE PROCEDURES & ATTITUDES - SLO#2 AY:
Upon successful completion of this course, students will be able to develop a business-like procedures and attitudes.
- * VEMK079 (now VEMK073) - Marketing, Sales & Services Lab IIIB: Feel confident in their managerial skills - SLO#3 AY: SP 2010-FA 2011
Upon successful completion of this course, students will feel confident in their managerial skills.

Masonry Certificate (Archive)

No Outcomes Description defined for this Assessment Unit.

Materials Management

Mission Statement: The Materials Management Office seeks to provide support for the acquisition of goods and services for the College community as well as ensuring procurement policies are met.

Vision Statement: Materials Management seeks to help faculty and staff understand the integration of economic resources with institutional programs. As a result of this activity Materials Management expects that all members of the College Community will more effectively utilize the College's material resources in accomplishing their own mission.

Outcome Description: AUO#1 COMMUNICATION WITH THE CAMPUS COMMUNITY

FA2011-SP2013 AUO#1

To support educational programs by communicating and working closely with the campus community in confirming receipt of goods and services to ensure receipt of invoices and recording of assets.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop MM went live with Banner 8 in February 2011. The on-line requisition process was not implemented since the **down list above:** server was assigned for the Banner 8 upgrade. MM plans to implement the on-line requisition process in Banner in February 2012. Procurement training will still be conducted at least 2 times per year.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Materials Management will conduct training on the procurement process for department chairpersons, administrative assistants, and staff who prepare and process requisitions in their departments. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training Related Documents: Materials Management SOP.pdf	90% of the requisitions received by Materials Management will be processed into a purchase order within 10 working days.	Training in the procurement process will be held twice a year.	Yes

Related Activities

- Annual Procurement Training

Related Tasks

* Task Name: Procurement Process Training

Task Description: Training for faculty and staff in processing requisitions and ensuring that purchase orders are approved and distributed to the department.

Related Goals

Guam Community College

- * Institution Level - The College seeks to satisfy our major financial supporters and to make them proud of the manner in which our mission objectives are met.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful acquisition of the College's resources through the operation of the Materials Management Office [Program]
- * Division Level - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2 (F&AD)
To ensure the coordination of the operations of GCC's business and finance division.

Materials Management

- * Program/Unit Level - To assist faculty and staff in the thoughtful and timely acquisition of services, supplies, equipment, capital goods, and other materials so the college will effectively carry out its mission.
- * Program/Unit Level - To serve as a central point for the receipt and subsequent distribution of goods that have been ordered.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2 (MM)
To support educational programs by ensuring timeliness in procurement of supplies, equipment and services needed in support of college programs and activities.

Outcome Description: AUO#2 TIMELINESS IN PROCURING SUPPLIES, EQUIPMENT & SERVICES

FA2011-SP2013 AUO#2:

To support educational programs by ensuring the timely procurement of supplies, equipment, and services needed in support of college programs and activities.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop MM found that returning the requisitions to the department helped the requestor address the requisition problem
down list above: faster. Going forward, MM will make a list of the departments with frequent issues/returns and ensure that they attend the Procurement training.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A monthly review of the requisitions received and processed into purchase orders will be done by monitoring the requisition log maintained by Materials Management. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: requisition log.pdf	90% of the requisitions received by Materials Management will be processed into a purchase order within 10 working days.	Monthly review of requisition log	Yes

Related Activities

- Review of number of requisitions processed into purchase orders

Related Tasks

- * Task Name: Monthly review of the requisition log
Task Description: Review of the requisition log will be done on a monthly basis.

Related Goals

Guam Community College

- * Institution Level - The College seeks to satisfy our major financial supporters and to make them proud of the manner in which our mission objectives are met.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful aquisition of the College's resources through the operation of the Materials Management Office [Program]
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2:
Ensure the coordination of the operations of GCC's Business and Finance Division.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (F&AD)
To ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Materials Management

- * Program/Unit Level - To assist faculty and staff in the thoughtful and timely acquisition of services, supplies, equipment, capital goods, and other materials so the college will effectively carry out its mission.
- * Program/Unit Level - To serve as a central point for the receipt and subsequent distribution of goods that have been ordered.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2 (MM)
To support educational programs by ensuring timeliness in procurement of supplies, equipment and services needed in support of college programs and activities.

Outcome Description: AUO#3 PROCUREMENT COMPLIANCE

FA2011-SP2013 AUO#3:
To support educational programs through oversight of the procurement process, Materials Management ensures that the college follows local and federal rules and regulations in procuring goods and services, insuring applicable assets, and tracking college inventory.

Outcome Type: AUO
Start Date: 11/10/2011
End Date: 04/11/2013
Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop MM will continue to be in compliance with the audit requirements. This AUO will help manage the risk of the down list above: college by ensuring that MM updates standard contracts for small construction projects or other capital improvements.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Develop, implement, and continue to update standard contracts for small construction or capital improvement projects for the college to manage risk.	100% of the small construction or capital improvement projects for the college will have a contractual agreement in place	upon award of a small construction project	Yes
Type of Artifact/Instrument/Rubric/Method/Tool:			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

prior to the start of the work.

Document Review

Physically affix applicable tagging on all fixed assets and continue to maintain the inventory to ensure that the data is updated and accurate. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	100% of fixed assets will be tagged and inventoried upon receipt and items will be compiled into a monthly schedule.	Monthly	Yes
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Related Activities

- Conduct Physical Inventory and Tag Fixed Assets

Related Tasks

- * Task Name: Conduct Physical Inventory and tag fixed assets
Task Description: Update the physical inventory listing and tag fixed assets as items are received.
- * Task Name: Contract for small construction/capital improvement project
Task Description: Prepare contractual agreement

Related Goals

Guam Community College

- * Institution Level - The College seeks to satisfy our major financial supporters and to make them proud of the manner in which our mission objectives are met.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:
This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful acquisition of the College's resources through the operation of the Materials Management Office [Program]
- * Division Level - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Ensure the financial integrity of the institution and responsible allocation and use of financial resources.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (F&AD)
To ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Materials Management

- * Program/Unit Level - To manage the risk management insurance program to protect the college from major risks such as fires, typhoons, and earthquakes and other risks such as theft and injury.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (MM)
To support educational programs through oversight of the procurement process, mm ensures the college follows GovGuam and federal rules and regulations in procuring goods and services, ensuring applicable assets, and tracking college inventory.

Outcome Description: AUO#4 BOOKSTORE CUSTOMER SERVICE

FA2011-SP2013 AUO#4:

To support educational programs by ensuring student satisfaction in providing quality services, including adequate supply of books and supplies in a timely manner.

Outcome Type: AUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop down list above: There were some delays in the books received for Fall 2011 due to outstanding invoices in which vendors put holds on orders until payments were made. This was resolved by processing all invoices for payment. Spring 2012 orders started to trickle in at the end of November 2011. Deadlines for book orders from DC was October 26, 2011. MM will continue to find alternate solution to reduce cost of textbooks to students. Bookstore will continue to give an opportunity to students to rent textbooks at 50% off the purchase price.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Inventory will be taken before the start of each semester to determine the projected needs for each class based on the textbook orders placed by the department chairs. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: Book Order Worksheet and Memo.pdf	90% of the required textbooks will be available for students to purchase by the start of the semester.	Fall, Spring and Summer Semesters	Yes
Research and evaluate alternate solutions to reduce the cost of textbooks for the students. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: textbook rental policy.pdf Rental Book List.pdf	25% of the alternate solution proposed to reduce the cost of textbooks will be used.	Each semester	Yes

Related Activities

- Bookstore inventory of all textbooks

Related Tasks

* Task Name: Review alternate solution

Task Description: Review list of textbooks being piloted and determine if the students are using the alternate solution being proposed.

* Task Name: Textbook physical inventory

Task Description: Take physical inventory of textbooks prior to the start of each semester.

Related Goals

Guam Community College

- * Institution Level - The College seeks to satisfy our major financial supporters and to make them proud of the manner in which our mission objectives are met.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful acquisition of the College's resources through the operation of the Materials Management Office [Program]
- * Division Level - ISMP GOAL #1
Pioneering:
This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employers needs assessment in order to improve the skill levels and productivity of the island's workforce.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (F&AD)
To ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Materials Management

- * Program/Unit Level - To assist faculty and staff in the thoughtful and timely acquisition of services, supplies, equipment, capital goods, and other materials so the college will effectively carry out its mission.
- * Program/Unit Level - To serve as a central point for the receipt and subsequent distribution of goods that have been ordered.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1 (Bookstore)
To support educational programs by ensuring student satisfaction in providing quality services, including adequate supply of books and supplies in a timely manner.

Math & Science Department Courses

Mission Statement: Our Mission is to teach and advise students. The department is committed to excellence in teaching. We strive to provide a high quality basic program in science and mathematics for students in academics and, vocational technical division as well as the community. We encourage our students to continue educational endeavors beyond GCC and believe that our courses provide the foundation needed for higher learning.

Vision Statement: The GCC Math and Sciences Department aims to advance student knowledge, understanding and use of Math and Science by offering courses that enhance skills in developmental, associate degree, diploma and certificate requirements, college transfer prerequisites and a variety of individual academic and personal goals.

No Outcomes Description defined for this Assessment Unit.

Medical Assisting AS & Certificate

Mission Statement: To prepare students for employment as medical assistants in physician's offices or clinics and to prepare students to further their career in the medical assisting field.

Note: Per 9-29-05 memo from DC, to combine the AS & Certificate programs into one program unit name.

Vision Statement: To provide a high quality medical assistant program that prepares students to be competent in the medical assisting field.

No Outcomes Description defined for this Assessment Unit.

Medical Assisting Certificate (Archive)

Mission Statement: To prepare students for employment as medical assistants in physician's offices or clinics and to prepare students to be eligible to take the Certified Medical Assistant (CMA) exam.

Note: Per the 9-29-05 memo from DC to archive this program unit.

Vision Statement: To provide a high quality nationally accredited medical assistant program.

No Outcomes Description defined for this Assessment Unit.

Medium/Heavy Truck Diesel Technology Certificate

Mission Statement: The mission of the Medium Heavy Truck program is to engage in efforts of continuous improvement towards perfecting the process in which we educate our students.

Vision Statement: It is the vision of the Medium Heavy Truck program to become the premier certificate program in Guam and the rest of Micronesia.

No Outcomes Description defined for this Assessment Unit.

Nursing Assistant Secondary (Archive)

Mission Statement: To prepare students to function professionally and competently as Nursing Assistants under the supervision of the LPN, RN, or MD in clinical areas as hospitals, nursing homes, and private medical offices.

Vision Statement: To prepare students to successfully pass the CNA exam.

No Outcomes Description defined for this Assessment Unit.

Office of the President

Mission Statement: The Office of the President upholds the college's mission statement through its comprehensive and meaningful oversight of the institution's academic, financial, infrastructure and accreditation requirements.

Vision Statement: The President envisions Guam Community College to be a premier institution committed to providing quality education and vocational training that leads to student success in career and lifelong learning.

Outcome Description: AY 04-05 Integrating diverse voices for institutional improvement

The President (CEO) will facilitate greater involvement of faculty in academic and curricular processes, and will facilitate better integration of various stakeholders' voices in the institutional assessment initiative, which highlights accountability and program improvement.

Outcome Type: AUO

Start Date: 08/20/2004

End Date: 12/30/2005

Outcome Status: No longer a desired outcome

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
DOCUMENT ANALYSIS: Review of written memos, texts of convocation speeches, highlights of town hall meetings with students, workshop remarks, etc. that speak directly to curriculum/ assessment matters, in particular, and institutional effectiveness, in general Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	85% of reviewed documents will point to the President's involvement in furthering the program improvement goals of the college, especially in academic and vocational programs	Fall 2004; data will be collected from various college offices and key administrators; review and analysis to be conducted Spring 2005; evaluation report to be completed in July-August 2005	Yes
SURVEY & FOCUS GROUP. President's Performance Appraisal Survey (PPAS) 2005 will be administered to GCC sample in Spring 2005. The instrument contains 20 survey items on various topics (to yield quantitative data); 8 focus groups (to yield qualitative data) will also be conducted among various groups on campus in Spring 2005 Type of Artifact/Instrument/Rubric/Method/Tool: Focus Group	Success criteria will vary with the quantitative and qualitative data, respectively.	The 8 focus groups will be conducted in Spring 2005. The interactive, TracDat-based survey will follow thereafter.	Yes

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.
- * STANDARD IV: Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Office of the President

- * Individual/Administrator Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

Outcome Description: FA11-SP13 AUO#1: Integrating Workforce Development Initiatives (The Pioneer)

AUO#1:

To identify the community's career and technical as well as basic educational skill requirements and increase capacity for better integration of the opportunities and services offered by GCC with the need of island businesses.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/13/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMPs are inclusive of the President's goals approved by the Board of Trustees.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
DOCUMENT ANALYSIS: The review of the President's public remarks, text of speeches, and presentations about GCC, that speak directly to curriculum matters, in particular, and institutional effectiveness, in general which incorporates further GCC's vision for the college's Pioneering strategic goal. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	Based on the GCC 2009-2014 ISMP, 85% of reviewed documents will point to the President's involvement in furthering the strategic initiative Pioneering, especially in the leveraging of public and private resources.	GCC outlined several initiatives based on it's 2009-2014 Institutional Strategic Masterplan (ISMP). Data will be collected from various college offices and key administrators as part of the President's monthly reporting requirements to the Board of Trustees.	Yes

Related Activities

- Annual Convocation
- Review of email communication, publication remarks, convocation speeches

Related Tasks

- * Task Name: VP for Business & Administration

Task Description: The college will remain a visible and important partner in community developments as it attempts to improve the skill levels & economic requirements of its own workforce.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL #1
Pioneering:

This goal seeks to identify the career and technical as well as basic educational skill requirements of the workforce through periodic employer's needs assessment in order to improve the skill levels and productivity of the island's workforce.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.
- * STANDARD II: Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.
- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.
- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Office of the President

- * Individual/Administrator Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Individual/Administrator Level - The President will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Outcome Description: FA11-SP13 AUO#2: Pursuing Accreditation Quality Programs (Educational Excellence)

AUO#2:

To improve program effectiveness and the determination of the institution's overall effectiveness in meeting student learning outcomes.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/13/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMPs are inclusive of the President's goals approved by the Board of Trustees.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
DOCUMENT ANALYSIS: Based on qualitative content analysis, themes touching on resilience, educational value, and community will be found in the President's public remarks, text of speeches, and presentations about GCC which also incorporates further the activities and project objectives towards meeting GCC's vision for the college's Educational Excellence strategic goal.	Based on the GCC 2009-2014 ISMP, 85% of reviewed documents will point to the President's involvement in furthering the strategic initiative - Educational Excellence, especially improvements on GCC's reputation and	GCC outlined several initiatives based on it's 2009-2014 Institutional Strategic Masterplan (ISMP). Data will be collected from various college offices and key administrators as part of the President's monthly reporting requirements to the Board of	Yes
Type of Artifact/Instrument/Rubric/Method/Tool:			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Document Review	performance.	Trustees.	

Related Activities

- Annual Convocation
- Review of email communication, publication remarks, convocation speeches

Related Tasks

* Task Name: VP for Academic Affairs

Task Description: The college systemically strives to improve SLO outcomes and makes results available to appropriate constituents.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.
- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.
- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Office of the President

- * Individual/Administrator Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance,

excellence, and technological advancement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Outcome Description: FA11-SP13 AUO#3: Branding GCC in the Community (Community Interaction)

AUO#3:

To improve awareness of the College and increase public support for its vision & activities.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/13/2012

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMPs are inclusive of the President's goals approved by the Board of Trustees.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
DOCUMENT ANALYSIS: Based on qualitative content analysis, themes touching on resilience, educational value, and community will be found in the President's public remarks, text of speeches, and presentations about GCC, which also incorporates further GCC's vision for the college's Community Interaction strategic goal. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	Based on the GCC 2009-2014 ISMP, 85% of reviewed documents will point to the President's involvement in furthering the strategic initiative - Community Interaction. The President will strengthen the college's visibility in the community, by communicating its strengths, successes, and accomplishments to solidify its mission of workforce development in Guam and in the region.	GCC outlined several initiatives based on it's 2009-2014 Institutional Strategic Masterplan (ISMP). Data will be collected from various college offices and key administrators as part of the President's monthly reporting requirements to the Board of Trustees.	Yes

Related Activities

- Annual Convocation
- Review of email communication, publication remarks, convocation speeches

Related Tasks

* Task Name: President/CEO

Task Description: The College engages the community through business presentations, village outreach meetings, and presentations to other government entities.

Related Goals

Guam Community College

- * Institution Level - The College seeks to satisfy our major financial supporters and to make them proud of the manner in which our mission objectives are met.
- * Institution Level - The College must continue its long history of demonstrated effective management practices, fiscal responsibility, and academic integrity.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:
This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

ACCJC/WASC

- * STANDARD I: Institutional Mission and Effectiveness - The institution demonstrates strong commitment to a mission that emphasizes achievement of student learning and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.
- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.
- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Office of the President

- * Individual/Administrator Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Individual/Administrator Level - The President will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.

Outcome Description: FA11-SP13 AUO#4: Continue efforts for Collaboration (Dedicated Planning)

AUO#4:

To develop a process of providing a means to measure progress towards attaining the vision for the College each year through a systematic review.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/13/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop ISMPs are inclusive of the President's goals approved by the Board of Trustees.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
DOCUMENT ANALYSIS: Based on analysis of the President's public remarks, text of speeches, presentations, and Annual Report that speak directly to curriculum/ assessment matters, in particular, and institutional effectiveness, in general which further incorporates the activities and project objectives in meeting the College's Dedicated Planning strategic goals.	Based on the GCC 2009-2014 ISMP, 80% of reviewed documents will point to the President's involvement in furthering the strategic initiative - Dedicated Planning. The President will facilitate better integration of various	GCC outlined several initiatives based on it's 2009-2014 Institutional Strategic Masterplan (ISMP). Data will be collected from various college offices and key administrators as part of the President's monthly reporting requirements to the Board of	Yes
Type of Artifact/Instrument/Rubric/Method/Tool:			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Document Review	stakeholders' voices for advancing the mission & vision of the college through assessment & reaccreditation.	Trustees.	

Related Activities

- Annual Convocation
- Review of email communication, publication remarks, convocation speeches

Related Tasks

* Task Name: President/CEO

Task Description: Physical resources are used to support student learning programs & services and to improve institutional effectiveness.

Related Goals

Guam Community College

- * Institution Level - The College strives to provide a community of students, educators, and administrators all sharing an enthusiastic commitment to learning, student development, and staff professional development.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

ACCJC/WASC

- * STANDARD IV. Leadership and Governance - The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Governing Board Level - The Board of Trustees will further strengthen its partnership with the college's CEO, faculty, staff and students through professional development activities, which covers board education, development and new member orientation.
- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Develop a comprehensive professional development plan that would provide for continuous education for board members.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Update board policies on general, finance, curriculum, faculty/employees, students, foundation and apprenticeship through a systematic review process that reflect changing institutional and community needs and demands.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Update board's professional development plan to provide for continuous education for board members.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.
- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.
- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
To ensure college maintains or exceeds its resources in support of its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To ensure the college acquires the necessary resources to support its mission.

Office of the President

- * Individual/Administrator Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Individual/Administrator Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.
- * Course Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.
- * Individual/Administrator Level - The President will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide leadership and direction for the activities of the institution to ensure that the college carries out its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Ensure college maintains or exceeds its resources in support of its mission.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide leadership and direction for the activities of the institution to ensure that the college carries out its mission while maintaining accreditation.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To ensure the college acquires the necessary resources to support its mission.

Office Technology AS & Certificate

Mission Statement: The Associate of Science in Office Technology Program in the School of Technology and Student Services at Guam Community College is committed to be the premier provider of office workforce development through building office knowledge and expertise by providing valuable learning opportunities in technology, communication, and professional skills to meet the needs of the individual and the community.

Vision Statement: The Office Technology Program enables students to be life-long learners excelling in the use of office technology and adapting to the needs of today's technological workforce.

No Outcomes Description defined for this Assessment Unit.

Office Technology Certificate (Archive)

Mission Statement: To prepare students for entry- through mid-level positions in an automated office environment by providing educational opportunities that will enable them to obtain, enhance, and/or strengthen their knowledge, skills, and attitudes necessary to succeed in a constantly evolving technological world.

Vision Statement: The program envisions to produce office technology graduates who are knowledgeable and skillful in various computer applications so that they will be able to adapt to the technological needs of their respective organization.

No Outcomes Description defined for this Assessment Unit.

Planning & Development

Mission Statement: The mission of the Planning and Development Office is to facilitate the use of federal funds to ensure

excellence in career and technical and adult education programs; provide selected institutional data and research; and assist in related projects to diversify financial resources to efficiently and effectively support the College's mission in workforce development.

Vision Statement: The Planning and Development Office esteems to be the administrator of the College's grants and related data in order to deliberately provide meaningful career and technical and adult education programs that contribute to the overall growth of Guam's workforce.

Outcome Description: FA11-SP13 AUO#1 Administration of Perkins and WIA, Title II grants

AUO#1 To support educational programs by effectively administering federal grants.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop down list above: Federal funds will be used to expand, update, or strengthen career and technical and adult education programs.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Budget Status Report will be used to assess this AUO. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: Academic Evaluation Template.docx AUO#1 October 2011.pdf	80% of funds available each program year will be awarded to eligible recipients.	Each July USDOE awards GCC with Perkins and WIA, Title II based on Guam's State Plan and allows 27 months to expend funds. P&D will actively promote these funds so that by the 12th month, 80% will have been awarded.	Yes

Related Activities

- Application Audit

Related Documents:

[Microsoft Word - Application audit template.pdf](#)

- Briefing Session

Related Documents:

[Briefing Session Agenda Template - Strengthening Programs.doc](#)

[Briefing Survey Instrument Template - Strengthening Programs.doc](#)

[Briefing Survey Instrument Template - New Program Administrators.doc](#)

[Briefing Survey Instrument Template - New Program Administrators.doc](#)

- Reports

Related Tasks

* Task Name: Administer grants

Task Description: Review budget balances to ensure timely use of federal funds.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)

Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Planning & Development

- * Program/Unit Level - To administer federal grants (e.g., Carl D. Perkins, WIA Title II, etc.);
- * Program/Unit Level - To carry out initiatives geared to strengthen the college's overall educational programs;
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1:
Support educational programs through the effective administration of federal grants (i.e., Workforce Investment Act (WIA). Title II Adult Education & Family Literacy, Carl D. Perkins Career and Technical Education Act, Title III, AANAPISIP, etc.).
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To support educational programs through the effective administration of federal grants (i.e., workforce investment act (WIA), Title II Adult Education & Family Literacy, Carl D. Perkins Career and Technical Education Act, Title III, AANAPISIP, etc.).
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To support career and technical and adult education programs by awarding federal funds to eligible providers whose proposal is for the development of new or strengthening of existing programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To support career and technical and adult education programs by maintaining accurate and reliable CTE and Adult Education & Family Literacy (AEFL) data for federal reporting requirements.

Outcome Description: FA11-SP13 AUO#2 Administer Graduate Follow Up Survey

AUO#2 To support educational programs by administering and reporting Graduate/Completer survey results thereby strengthening career and technical and adult education programs.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO GCC Fact Book

Plan reflects/incorporates:

Notes from the pull/drop Survey results will be used to strengthen career and technical and adult education programs.
down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Graduate Follow Up Survey instrument for secondary and postsecondary. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)	35% of graduates/completers will respond to the survey.	Every August, P&D will administer the survey instruments to a list of graduates/completers.	Yes

Related Activities

- Survey

Related Documents:

[Microsoft Word - Student Survey.pdf](#)

Related Tasks

- * Task Name: Administer Survey
Task Description: Administrative Assistant will take lead role to mail survey.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4
Dedicated Planning:
This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To ensure that the college retains its essential characteristics of responsiveness, accessibility, accountability, flexibility, relevance, excellence, and technological advancement.

Planning & Development

- * Program/Unit Level - To administer federal grants (e.g., Carl D. Perkins, WIA Title II, etc.);
- * Program/Unit Level - To provide individuals/agencies (i.e., program administrators, VPs, deans, president, AHRD, BBMR, Governor's Office, Congresswoman's Office, USDE, USDA, etc.) with selected institutional data and research;
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2:
Support career and technical and Adult Education programs by awarding federal funds to eligible providers whose proposal is for the development of new or strengthening of existing programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Support career and technical and Adult Education programs by maintaining accurate and reliable CTE and Adult Education & Family Literacy (AEFL) data for federal reporting requirements.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To support career and technical and adult education programs by awarding federal funds to eligible providers whose proposal is for the development of new or strengthening of existing programs.

Outcome Description: FA11-SP13 AUO#3 ISMP

AUO#3 To support educational programs by ensuring ISMP goals are moving forward.

Outcome Type: AUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Notes from the pull/drop As part of Dedicated Planning, P&D will review each goal to ensure they are progressing.
down list above:

Means of Assessment

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Template will be used to monitor progress.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box)</p> <p>Related Documents: Revised Template May 2011.docx</p>	<p>100% of goals will be reviewed and status reported at MTM annually on December.</p>	<p>Annually (December) responsible individual will be asked to update key activities.</p>	<p>Yes</p>

Related Activities

- Log Sheet

Related Documents:

[Microsoft Word - Task Request Log Sheet Template.pdf](#)

[Microsoft Word - Task Request Log Sheet Template.pdf](#)

Related Tasks

* Task Name: Assess website

Task Description: Review website and identify key activities to include on website.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

* Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)

Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2

Establish and implement systematic assessment processes.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Establish and implement systematic assessment processes.

President/CEO

* Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3

To ensure college maintains or exceeds its resources in support of its mission.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To ensure the college acquires the necessary resources to support its mission.

Planning & Development

* Program/Unit Level - To administer federal grants (e.g., Carl D. Perkins, WIA Title II, etc.);

* Program/Unit Level - To provide individuals/agencies (i.e., program administrators, VPs, deans, president, AHRD, BBMR, Governor's Office, Congresswoman's Office, USDE, USDA, etc.) with selected institutional data and research;

* Program/Unit Level - To carry out initiatives geared to strengthen the college's overall educational programs;

* Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:

Support career and technical and Adult Education programs by maintaining accurate and reliable CTE and Adult Education & Family Literacy (AEFL) data for federal reporting requirements.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To support career and technical and adult education programs by maintaining accurate and reliable CTE and Adult Education & Family Literacy (AEFL) data for federal reporting requirements.

Practical Nursing Certificate

Mission Statement: The mission of the Practical Nursing Program is to generate locally educated and licensed nurses to work in the various health care provider agencies on Guam as well as the Pacific region. The Guam Community College Nursing Program is committed to provide career guidance and education in nursing to those students of Guam and the Pacific Basin who desire to become Nurse Assistants and/or Practical Nurses. To accomplish this commitment, we offer a Certificate of Completion for Nursing Assistants (NA) and a certificate of completion for Practical Nursing. At the completion of the Practical Nurse program, the graduate is eligible for the NCLEX-PN (National Council Licensure Examination) which leads to a Practical Nurse (LPN) license in the territory of Guam or in the United States.

Vision Statement: The vision of the Practical Nursing Program is to increase the number of well-prepared local students to become Nurses. The Department would also like to establish a matriculation agreement with the University of Guam offer a baccalaureate or higher degree in nursing.

No Outcomes Description defined for this Assessment Unit.

Pre-Architectural Drafting AS

No Outcomes Description defined for this Assessment Unit.

Pre-Nursing Certificate

Mission Statement: The mission of the Pre-Nursing program is to academically prepare students of Guam and the Pacific Basin to enter the practical nursing program.

Vision Statement: The vision of the Pre-Nursing program is to prepare locally educated students with the knowledge that enables them to enter nursing programs on Guam.

No Outcomes Description defined for this Assessment Unit.

Project AIM/TRiO Programs

Mission Statement: The mission of Guam Community College's Project AIM, TRiO is to provide quality student support services and education so our students can succeed in school, graduate and transition into four year institutions/professional programs.

Vision Statement: Project AIM, TRiO's vision is to help our low-income, first-generation, disabled and disadvantaged students improve their quality of life by providing them with quality services, education and training, so students can positively contribute back to their world.

Outcome Description: CUMULATIVE GPA

SSUO#1 SP2010-FA2011:

70% of participant will achieve a cumulative GPA of 2.0 or higher on a 4.0 scale per academic year.

Outcome Type: SSUO

Start Date: 03/10/2010

End Date: 10/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Students will achieve a cumulative GPA of 2.0 or higher per academic year. Type of Artifact/Instrument/Rubric/Method/Tool: Transcript Analysis	70% of students in the program will achieve a cumulative GPA of 2.0 or higher.	Follow up with each student during the academic year, submission and follow up of student's progress reports will be obtained from faculty member. Workshops will be provided to enhance student's educational goals and academic success.	Yes

Related Tasks

* Task Name: Academic Counelling each semester.
Reviewing of the student transcript.

Task Description: Each participant will meet with the Academic Counselor at least 3 times per semester to review academic progress. Each participant will provide progress report to the program each semester. Services provided to

participant will include tutoring, mentoring and program participation.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Project AIM/TRiO Programs

- * Program/Unit Level - To enable at-risk students to successfully complete their academic studies.

Outcome Description: PERSISTENCE

SSUO#2 SP2010-FA2011:

50% of participants served by Project AIM will persist from one AY to the beginning of the next AY OR Graduate and/OR transfer from 2 year to a 4 year institution during the AY.

Outcome Type: SSUO

Start Date: 03/10/2010

End Date: 10/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Student Access Database System, Transcripts, Exit Interview, Semester Update Form (updates on contact info. and services needed) Type of Artifact/Instrument/Rubric/Method/Tool: Retention & Transfer Studies	50% of participants served by Project AIM will persist from one AY to the beginning of the next AY OR Graduate and/OR transfer from 2 year to a 4 year institution during the AY.	Review transcripts, enrollment and update forms each Fall ro previous Fall semester.	Yes

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Project AIM/TRiO Programs

- * Program/Unit Level - To successfully retain and matriculate students into higher education.
- * Program/Unit Level - To enable at-risk students to successfully complete their academic studies.
- * Program/Unit Level - To increase the number of at-risk students transferring into four-year colleges and universities.
- * Program/Unit Level - To increase the number of at-risk students who graduate with AA/AS degrees or earn a certificate.

Outcome Description: GRADUATE and TRANSFER

SSUO#3 SP2010-FA2011:

Participants who have been retained and graduated with an associate degree will transfer to a 4-year institution.

Outcome Type: SSUO

Start Date: 03/10/2010

End Date: 10/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Student Access Database System, Exit Interview, Semester Update Form (updates on contact info. and services needed) Type of Artifact/Instrument/Rubric/Method/Tool: Retention & Transfer Studies Related Documents: Exit Interview Form Alumni Contract 4-01-10.pdf	50% of participants who have been retained and graduated with an associate degree will transfer to a 4 year institution.	Academic counseling sessions during the last year of graduation. Transfer activity. Exit interviews.	Yes

Related Tasks

- * Task Name: Tracking of graduated students with an Associate Degree.Tracking of transfer students to a 4-year institution.

Task Description: The program staff will continue to track students with Associate Degree who transfer to a 4 year institution. The program will track students' retention at the 4 year institution until completion of a baccalaureate degree.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Project AIM/TRiO Programs

- * Program/Unit Level - To increase the number of at-risk students transferring into four-year colleges and universities.

Outcome Description: CUMULATIVE GPA-FA11-SU12

SSUO#1 FA2011-SU2012:

Participant will achieve a cumulative GPA of 2.0 or higher on a 4.0 scale per academic year (AY).

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/12/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop Using Standard 2B. Student Support Services-Project AIM provides student with services and a supportive

down list above: learning environment; and assesses services to address student needs and make program improvements. For SSUO#1: ACCJC Standards 2 addresses services that support our students academically by providing tutoring, advisement and workshops so students achieve at least a 2.0 or higher.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Transcripts; Developmental Repeaters Spreadsheet Type of Artifact/Instrument/Rubric/Method/Tool: Transcript Analysis Related Documents: 11-12 PAIM Verification of Student Status PAIM Mid-Term Progress Report	70% of students in the program will achieve a cumulative GPA of 2.0 or higher.	(Grant Cycle: September 1, 2011 -August 31, 2012): Follow up with each student during the academic year, and review students' progress reports from faculty. Workshops will be provided to enhance students' educational goals and academic success. Students success and repeats in developmental courses will be tracked.	Yes

Related Activities

- Transcript Evaluation

Related Tasks

* Task Name: Academic Counseling each semester. Review student transcripts and mid-term progress reports.

Task Description: Each participant will meet with the Academic Counselor at least 3 times per semester to review academic progress. Each participant will provide progress reports to the program each semester. Additional services include tutoring, mentoring, workshops and cultural activities. Students repeating developmental math and/or English courses will be tracked per academic year.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work

environment that will foster the improvement of student learning outcomes.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Project AIM/TRiO Programs

- * Program/Unit Level - To enable at-risk students to successfully complete their academic studies.

Outcome Description: PERSISTENCE-FA11-FA12

SSUO#2 FA2011-FA2012:

Participants served by Project AIM will persist from FALL 2011 to the FALL 2012 OR Graduate and/OR transfer from 2 year to a 4 year institution.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/12/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop down list above: Using Standard 2B. Student Support Services-Project AIM provides students with services and a supportive learning environment; and assesses services to address students' needs and make program improvements. For SSUO#2: ACCJC Standards 2 addresses services that support students' persistence, retention and graduation.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Student Access Database System, AIER and Student Clearinghouse databases, Transcripts, Exit Interview, Semester Update Form (updates on student contact info. and services needed) Type of Artifact/Instrument/Rubric/Method/Tool: Retention & Transfer Studies Related Documents: Exit Interview Form 11-12 PAIM Verification of Student Status 11-12 Verification for Student Access_TEAM.pdf	50% of participants served by Project AIM will persist from Fall 2011 to Fall 2012 OR Graduate and/OR transfer from 2 year to a 4 year institution.	(Grant Cycle: September 1, 2011 -August 31, 2012): Review transcripts (MyGCC), enrollment, update forms, and Student Access database to compare students persistence from Fall 2011 to Fall 2012 semester.	Yes

Related Activities

- Transcript Evaluation

Related Tasks

- * Task Name: Tracking Persistence

Task Description: Director with Counselor or Program Coordinator will monitor the persistence of students from year to year. Project AIM will work closely with AIER Institutional Researcher to follow up on transfer students and prior-year participants who attend UOG or abroad.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#3 (Institutional Learning Outcome)
Students will demonstrate mastery of critical thinking and problem-solving techniques.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Ensure educational excellence through a continuous assessment process that emphasizes the use of results for improvement of student learning.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Project AIM/TRiO Programs

- * Program/Unit Level - To successfully retain and matriculate students into higher education.

Outcome Description: GRADUATE and TRANSFER-FA11-FA12

SSUO#3 FA2011-FA2012:

New participants (from acceptance cohort year) will graduate with an associates degree or certificate within four years from acceptance by Project AIM, TRiO; graduates will transfer to a 4-year institution/professional program.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/12/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop Using Standard 2B. Student Support Services-Project AIM provides student with services and a supportive

down list above: learning environment; and assesses services to address student needs and make program improvements. For SSUO#3: ACCJC Standards 2 addresses services that support students' persistence, retention and graduation.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Student Access Database System, Exit Interview, Semester Update Form (updates on contact info. and services needed)</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Retention & Transfer Studies</p> <p>Related Documents: Exit Interview Form 11-12 PAIM Verification of Student Status </p>	<p>15% of New participants (from acceptance cohort year) will graduate with an associates degree or certificate within four years from acceptance by Project AIM, TRiO; 20% of those who graduate with associates or certificate will transfer to a 4-year institution/professional program.</p>	<p>(Grant Cycle: September 1, 2011 -August 31, 2012):Academic counseling sessions during the last year of graduation. Transfer activity. Exit interviews.</p>	Yes

Related Activities

- Exit Interview

Related Tasks

- * Task Name: Tracking of graduated students with an Associate Degree.Tracking of transfer students to a 4-year institution.

Task Description: The program staff will continue to track students with Certificates OR Associate Degrees who graduate and/or transfer to a 4 year institution. The program will track students' 4 years from student's cohort year (acceptance year to Project AIM).

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Project AIM/TRiO Programs

- * Program/Unit Level - To increase the number of at-risk students transferring into four-year colleges and universities.

ProStart Secondary

Mission Statement: The ProStart program will introduce high school students to careers in the food service industry and teach them the basic skills and knowledge they will need to achieve success. Students will experience all aspects of operating and managing a food service establishment and will build good business and management skills.

Vision Statement: The ProStart program will provide students with the knowledge and skills needed to become successful food service professionals.

No Outcomes Description defined for this Assessment Unit.

Refrigeration & Air Conditioning Certificate (Archive)

No Outcomes Description defined for this Assessment Unit.

Sign Language Interpreting Certificate (Archive)

Mission Statement: GCC's Sign Language degree program prepares students to facilitate communication for the Deaf in a variety of community and educational settings.

Vision Statement: Sign Language Interpreters will adequately use ASL to provide opportunities for individuals who are deaf assimilate in the community.

Sign Language Interpreters will adequately use ASL to demonstrate an understanding of the Deaf culture and linguistic structure of ASL as a visual/gestural language with the intent of facilitating communication for individuals who are deaf into the community.

No Outcomes Description defined for this Assessment Unit.

Student Financial Aid

Mission Statement: The Student Financial Aid Office provides students with access to financial resources in support of their educational goals.

Vision Statement: Enhance students' access to educational opportunity.

Outcome Description: AY09-10 SSUO#1 STUDENT SATISFACTION

The Financial Aid office will ensure scheduled disbursement of federal financial aid and scholarships is provided to students in support of their educational programs by awarding federal financial aid and scholarships according to the Financial Aid Calendar.

Outcome Type: SSUO

Start Date: 08/19/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Student surveys were revised and will be readministered during this assessment cycle.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey</p> <p>Related Documents: Financial Aid Services Survey Sample.pdf</p>	80% of the students surveyed will report satisfaction in the timeliness and service of the financial aid office.	Semiannual survey conducted approximately midterm following aid disbursement.	Yes

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:
This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful allocation and management of the College's financial aid resources through the operation of the Financial Aid Office [Program].

President/CEO

- * Division Level - The President (CEO) will sustain the financial viability of the college to ensure a conducive learning and working environment for all college constituents.

Student Financial Aid

- * Program/Unit Level - The Financial Aid Office / Program awards financial aid in compliance with federal regulations.

Outcome Description: AY09-10 SSUO#2 DISSEMINATE FINANCIAL AID PROGRAM INFORMATION

Provide information for students about Financial Aid opportunities. To support educational programs the financial aid office will provide information to students during each semester orientation.

Outcome Type: SSUO

Start Date: 08/19/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>The financial aid office will conduct student opportunity sessions as part of in student orientations at the beginning of Fall and Spring terms. Student orientations will include information about Pell grants, federal work study and scholarship opportunities.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: New Student Orientation</p>	70% of students will respond positively to the presentation and will recall information from the presentation as shown on the evaluation.	The financial aid office will participate in student orientations at the beginning of Fall and Spring terms and disseminate financial aid material.	Yes

Related Activities

- Student Survey

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality

of life goals.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful allocation and management of the College's financial aid resources through the operation of the Financial Aid Office [Program].

President/CEO

- * Division Level - The President (CEO) will lead the college in promoting GCC's educational value to the community, and reinforcing the positive image it has earned from its alumni and the community-at-large.

Student Financial Aid

- * Program/Unit Level - The Financial Aid Office / Program serves students by making financial aid available in a timely manner.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide timely and accurate information about all aspects of financial aid to students, parents, college employees and potential students.

Outcome Description: AY09-10 SSUO#3 Ensure Institutional Eligibility

The financial aid office will complete the necessary reporting requirements for the annual FISAP (Fiscal Operations and Application to Participate) to ensure institutional eligibility for federal financial aid programs.

Outcome Type: SSUO

Start Date: 08/19/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Review financial aid policies and procedures in the college catalog and on the college website for accuracy. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	Upload current policies and procedures from the college catalog and website to TracDat.	Review of policies and procedures will occur annually when the college catalog is up for review.	Yes

Related Activities

- GCC Employee Training

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.

ACCJC/WASC

- * STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will continue to establish policies consistent with the college's mission statement in support of the teaching and learning processes in the college.

Finance and Administration (F&A)

- * Division Level - The Business and Finance Division supports the thoughtful allocation and management of the College's financial aid resources through the operation of the Financial Aid Office [Program].

Student Financial Aid

- * Program/Unit Level - The Financial Aid Office / Program serves students by making financial aid available in a timely manner.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Ensure student access to education by providing continual access to federal financial aid funds by maintaining participation in title IV programs.

Outcome Description: FA2011-SP2013 SSUO #1 Update of Policy and Procedures Manual

FA2011-SP2013:

To review and update of the existing Financial Aid Policy and Procedures Manual to ensure consistent and fair treatment of students.

Outcome Type: SSUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Other

Plan reflects/incorporates:

Notes from the pull/drop down list above: Implementation of Banner software and changes in federal regulations have made it necessary to review and update the policies and procedures manual for financial aid processing and awarding in order to provide consistent treatment in processing and fairness and service to the GCC students.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Survey will indicate satisfaction with services and whether students perceive their treatment to be consistent and fair. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey Related Documents: Financial Aid Services Survey Sample.pdf	Survey will indicate 95% satisfaction with financial aid services at above average or excellent levels.	First survey-given out with Fall 2011 Pell checks in November 2011.	Yes
Sections of the Policies and Procedures Manual will be submitted for review and signature as they are completed. Type of Artifact/Instrument/Rubric/Method/Tool: Other (indicate the specific tool in the Method field/box) Related Documents: GCC Fin Aid Policies & Procedures.doc	100% of the basic, overarching manual will be completed by August 2012.	Work has begun already and a word copy has been uploaded under Relate Document link below. First section will be ready for review by January 30, 2012. A new section will be completed each quarter.	Yes

Related Activities

- Student Survey

Related Tasks

- * Task Name: Policies and Procedures Manual

Task Description: Manual is being updated and edited a section at a time.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)

Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Student Financial Aid

- * Program/Unit Level - The Financial Aid Office / Program awards financial aid in compliance with federal regulations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide consistent and fair treatment of students through review and update of existing financial aid policy and procedures manual.

Outcome Description: FA2011-SP2013 SSUO #2 Provide timely and consistent information

FA2011-SP2013:

To provide adequate, timely and consistent information to students about financial aid rules, regulations and processes.

Outcome Type: SSUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO ACCJC Standards

Plan reflects/incorporates:

Notes from the pull/drop Also uses information from current self-study report.

down list above:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>Conduct an orientation specifically for financial aid students at the beginning of each semester.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training</p> <p>Related Documents: Sign in for TRACDAT.pdf FINANCIAL AID WORKSHOP EVALUATION[1].pdf </p>	<p>85% of awarded Pell students will attend the orientation and 90% of them will state that they learned something new at the orientation.</p>	<p>Late January and August of each year.</p>	Yes
<p>Conduct an orientation for new work study supervisors each term to be sure they are aware of guidelines concerning work study students.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training</p> <p>Related Documents: FedWorkStudy & Supv Policy.pdf </p>	<p>100% of all work study supervisors will indicate on an evaluation that they understand how to complete the time sheets and track student hours..</p>	<p>Will be conducted within the first month of Fall and Spring terms each year.</p>	Yes

Related Activities

- Annual audit
- GCC Employee Training
- Student Survey

Related Tasks

* Task Name: Orientation

Task Description: Conduct orientation for financial aid students at the beginning of each semester.

* Task Name: Work study Supervisor orientation

Task Description: Conduct an orientation each term (Fall and Spring)for new work study supervisors.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#4

Dedicated Planning:

This goal provides a means to measure progress towards attaining the vision of the College each year through a systematic review and evaluation, the results of which are utilized to inform decision making at the College at all levels.

* Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)

Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (F&AD)
To ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Student Financial Aid

- * Program/Unit Level - The Financial Aid Office / Program serves students by making financial aid available in a timely manner.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Provide adequate, timely and consistent information to students about financial aid rules, regulations and processes.

Outcome Description: FA2011-SP2013 SSUO #3 Ensure student access to education

FA2011-SP2013:

To ensure student access to education by maintaining access to federal aid funds from the Title IV programs.

Outcome Type: SSUO

Start Date: 11/10/2011

End Date: 04/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Links for VA programs and benefits have not been added yet but will be when the outside contractor has
down list above: completed creating the new GCC website. In addition links for the federal financial aid PIN and FAFSA application will be moved to a more accessible location on the site and the link for Studenaid will be added.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The financial aid office will comply with federal regulations by completing an annual audit with no findings and by submitting an accurate FISAP on time. Type of Artifact/Instrument/Rubric/Method/Tool: Federal Regulations Related Documents: Federal Regulations	The college will receive (100%) funding authorizations each year for all three of the Title IV programs in which it participates.	Audit will be conducted annually and FISAP will be submitted by September 30 each year.	Yes

Related Activities

- Annual audit

Related Tasks

* Task Name: Reporting and Audits

Task Description: Audit by outside entity conducted annually and federal reporting done accurately and on time.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3
Community Interaction:
This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.
- * Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)
Students will demonstrate ability to access, assimilate and use information ethically and legally.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its

students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

Finance and Administration (F&A)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3:
Ensure the financial integrity of the institution and responsible allocation and use of financial resources.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3 (F&AD)
To ensure the financial integrity of the institution and responsible allocation and use of financial resources.

Student Financial Aid

- * Program/Unit Level - The Financial Aid Office / Program awards financial aid in compliance with federal regulations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide consistent and fair treatment of students through review and update of existing financial aid policy and procedures manual.

Student Governance (Archive)

Mission Statement: In an effort to create a climate where students at Guam Community College become increasingly-active participants in their educational experience, the Student Governance Initiative strives to encourage students to offer a constructive and unified voice in shaping the programs and offerings within GCC which are central to their educational experiences. Central to this Initiative are efforts by the Office of Student Development to constructively advocate for the presence of student involvement in decision making processes affecting their educational experiences.

PER 9-30-05 MEMO FROM TSS DEAN, THE ADMIN UNIT OUTCOME FOR THIS PROGRAM WILL BE INCORPORATED WITH CAMPUS LIFE.

Vision Statement: The Student Governance Initiative is an effort to organize and communicate the needs, recommendations and views of Guam Community College students relative to all aspects of their educational experience. Through direct work with the Council on Post secondary Student Affairs, students will be empowered to understand and utilize their unified voice in addressing educational concerns. Through direct work with academic and administrative units throughout GCC, the Office of Student Development will actively encourage solicitation and consideration of student views on matters pertaining to their educational experiences.

No Outcomes Description defined for this Assessment Unit.

Student Support Services (formerly Auxilary Services)

Mission Statement: The Student Support Services unit at Guam Community College is committed to providing security, health services, instructional assistance, and other necessary support services to enhance the learning process for faculty and students in the delivery of academic instruction.

Vision Statement: To maintain a secure, healthy, and skill-based campus community conducive to a positive learning environment for students.

Outcome Description: FA09-SP11 SSUO#1 CAMPUS ACCESS IDENTIFIERS

SSUO #1 FA09-SP11. The Student Support Services Office will analyze, process, and provide post secondary students, staff, and faculty with identification cards and parking decals within the first month of each academic semester. The Student Support Services Office will provide identification cards for cross-enrolled , secondary students within one month of obtaining the final student roster for each semester.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Program SLO/AUO/SSUO Institutional Strategic Master Plan (ISMP)

Plan reflects/incorporates:

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
<p>A computer software program, Simply ID, will be utilized to record processing of all identifiers issued to students and faculty for identification cards and a computer log-in program for parking decal ...</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Document Review</p>	<p>80% of all students and faculty requiring identification cards and parking decals will have their documents processed within the first month of each academic semester.</p>	<p>In the Office of Student Support Services, data will be tracked using Simply ID to record the processing of identification cards and a computer log-on program for parking decals for students and faculty. This is an on-going service which allows processing at any time during the academic year.</p>	No
<p>A survey will be conducted among students and faculty to assess the timeliness and satisfaction of providing student and faculty identifiers (ID cards & Parking decals) by Student Support Services.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey</p>	<p>80% of students, faculty, and staff will satisfactorily receive ID cards and parking decals within a reasonable timeframe.</p>	<p>The Office of Student Support Services will conduct a survey from March, 2009 to December 2009 determine the service delivery of providing ID cards and parking decals to students, faculty and staff during the course of the academic year.</p> <p>The survey form will be uploaded in January, 2009 under document link.</p>	No
<p>A new survey with questions focused more on quality, timeliness, and satisfaction was developed.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey</p> <p>Related Documents: BUDGET 2010 .pdf BUDGET 2010.pdf CAMPUS IDENTIFICATION SURVEY FORMS SSS ID pdf.pdf </p>	<p>90% of all Post Secondary students and faculty requiring identification cards and parking decals will have their documents processed within the first month of each academic semester.</p> <p>90% of all cross-enrolled Secondary students from George Washington High School requiring identification cards will have identification cards within one (1) month of Student Support Services receiving the final cross-enrolled student roster after the Add-Drop deadline at George Washington High School.</p>	<p>The survey will be passed out through the semester and tallied at the end of each semester.</p>	No
<p>A review of submitted Post Secondary Identification Data Information forms, Private Vehicle Forms, and the PS (Continuing Students) forms at the end of every semester.</p> <p>Type of Artifact/Instrument/Rubric/Method/Tool: Document Review</p> <p>Related Documents: EmployeeID Form & Satellite ID Form 1 122209.pdf Post Secondary Private Vehicle form, & PS (Cont)forms 122209.pdf CAMPUS IDENTIFICATION SURVEY FORMS SSS ID pdf.pdf </p>	<p>100% of all IDs and parking decals issued are to be documented using one or more of the following: Post Secondary Identification Data Form, Private Vehicle Form, Employees Identification Form, Satellite Identification Form, or PS (Continuing Students) form.</p>	<p>Throughout every semester everyone attending school or working on campus that applies for an ID and / or decal fills out one of the above forms. At the end of each semester these forms are tallied to provide a total of students and employees who have received IDs and decals.</p>	No

Related Activities

- Administrative Support
- Disciplinary Intervention
- Security Services
- Student & Faculty Identifiers for Access.

Related Tasks

- * Task Name: Admin Aide, Clerk Typist, III, and School Aides II & III
- Task Description:** Admin Aide and Clerk Typist process IDs and parking decals by inputting identifying information into the data base in Student Support Services' computer. School Aides assist in the processing procedures.

Related Goals

Guam Community College

- * Institution Level - The College seeks to meet the needs of Guam's youth and adult student clientele to achieve their career and quality of life goals.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Division Level - AAD integrates technology into instructional and administrative processes in order to foster student learning outcomes both directly and indirectly.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

School of Technology & Student Services (TSS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#1
Provide appropriate administrative and technological support for student services and programs.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.

Student Support Services (formerly Auxiliary Services)

- * Program/Unit Level - To ensure that students & faculty requiring ID cards and decals will receive ID cards and decals during the beginning of each academic semester.

Outcome Description: SSUO # 1 PRIMARY SUPPORT FUNCTIONS

FA2011-SP2013 SSUO#1:
Student Support Services will provide effective and efficient support for the primary Support Services functions at the college: security, identification, parking, student discipline, emergency response, and room reservations.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Based on the results of the previous cycles Student Support Services will enhance all the services it provides by
down list above: improving the performance of its staff. This will be done by providing training directly related campus security and safety, computer competency, and student discipline.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
A log book on the numbers of IDs, decals, referrals, and incidents reports will indicate the numbers of each processed and how soon there were processed. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review	At least 95% of all ID requests, decal requests, referrals, and incidents reports will be processed within 8 working hours of submission.	Student Support Services staff will develop a schedule to process all requests within 8 working hours.	Yes
Related Documents: CAMPUS IDENTIFICATION SURVEY FORMS EmployeeID Form & Satellite ID Form 1 122209.pdf Office of SSA 4810.pdf Post Secondary Private Vehicle form, & PS (Cont)forms 122209.pdf SSS Incident Report Form.pdf referral for SSS 4810.pdf			

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Forms and log books will be used to record and document the services provided. The completed forms and log books will kept in filing cabinets within the Student Support Services Office.	One hundred (100 %) % of all services provided will be documented.	Staff will document and record all services provided on a daily basis. This is an ongoing function of Student Support Services.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Document Review			
Related Documents: CAMPUS IDENTIFICATION SURVEY FORMS EmployeeID Form & Satellite ID Form 1 122209.pdf Office of SSA 4810.pdf SSS Incident Report Form.pdf			

Related Activities

- Administrative Support
- Disciplinary Intervention
- Security Services
- Student & Faculty Identifiers for Access.

Related Tasks

* Task Name: Primary Support Functions.

Task Description: All administrators and staff within Student Support Services are responsible for ensuring that its primary functions are run effectively and efficiently.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2

Educational Excellence:

This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.

* Institutional Learning Outcome (ILO) - ILO#2 (Institutional Learning Outcome)

Students will demonstrate ability to access, assimilate and use information ethically and legally.

Academic Affairs Division (AAD)

* Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

* STANDARD III: Resources - The institution effectively uses its human, physical, technology, and financial resources to achieve its broad educational purposes, including stated student learning outcomes, and to improve institutional effectiveness.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

School of Technology & Student Services (TSS)

* School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

Provide appropriate administrative and technological support for student services and programs.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

Provide adequate support of program growth.

Student Support Services (formerly Auxiliary Services)

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1

To provide effective and efficient support for the primary support services functions at the college: security, identification, parking, student discipline, emergency response, and room reservations.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2

To provide quality and timely responses and requests regarding: ids, parking decals, room reservations, discipline referrals, safety and

emergency issues, information requests, and campus security.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

To provide training opportunities for student support staff to enhance job performance.

Outcome Description: SSUO # 2 IMPROVED PROCESSING OF ALL SERVICES

FA2011-SP2013 SSUO#2:

Student Support Services provide quality and timely responses, referrals, and requests regarding: IDs, Parking Decals, Room Reservations, Safety and Emergency issues, Information Requests, and Campus Security.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Based on the results of previous cycles Student Support Services will purchase equipment and supplies that will
down list above: improve the speed and quality of services it provides.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Documents such as purchase orders, receipts, and invoices related to purchases and requests for equipment, materials, and programs to be used to improve services will used as proof. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: MaterialService Requisition Form.pdf	All or 100% of copies of requests and purchases will documented.	Student Support Services will begin submitting requests for equipment, materials, and services that will be used directly to improve services.	Yes

Related Activities

- Administrative Support
- Disciplinary Intervention
- Security Services
- Student & Faculty Identifiers for Access.

Related Tasks

* Task Name: Improved Processing of Services.

Task Description: All staff within Student Support Services will shorten and improve their response time. The Associate Dean of Student Support Services will authorize and facilitate the purchase of equipment and supplies needed to improve the response time and quality of service to students, faculty, and staff.

Related Goals

Guam Community College

* Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

* Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

Academic Affairs Division (AAD)

* Division Level - AAD enhances the college's strategic planning through a comprehensive and regularized assessment process.

* Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3

Ensure that all necessary accreditation data and evidence are completed for the scheduled accreditation visit in spring 2012.

ACCJC/WASC

* STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

* Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work

environment that will foster the improvement of student learning outcomes.

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Student Support Services (formerly Auxiliary Services)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide effective and efficient support for the primary support services functions at the college: security, identification, parking, student discipline, emergency response, and room reservations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To provide quality and timely responses and requests regarding: ids, parking decals, room reservations, discipline referrals, safety and emergency issues, information requests, and campus security.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To provide training opportunities for student support staff to enhance job performance.

Outcome Description: SSUO # 3 TRAINING FOR ENHANCED JOB PERFORMANCE

FA2011-SP2013 SSUO#3:

Student Support Services Office will provide training opportunities for Student Support Staff to enhance job performance.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop Based on the results of previous cycles Student Support Services will enroll staff for courses involving campus
down list above: security, customer service, and computer programs used with IDs and student schedules.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Copies of certificates of training, letters of completion, and copies of sign-in sheets will be used as proof. Type of Artifact/Instrument/Rubric/Method/Tool: Workshop/Conference/Training Related Documents: Training Schedule.pdf Certificate.pdf	At least 90 % of the staff will be required to attend these courses and trainings. All or 100% of the staff that attend these trainings will pass these trainings or courses.	Student Support Services will schedule staff to receive training in various courses.	Yes
Training schedule forms will be used to document trainings that staff have undergone to enhance their job performance. Type of Artifact/Instrument/Rubric/Method/Tool: Document Review Related Documents: Certificate.pdf Training Schedule.pdf	At least 80% of all the staff will undergo some form of training that will be documented in this training form.	During the next 2 years staff will be required to undergo trainings to improve thier job performance.	Yes

Related Activities

- Administrative Support
- Disciplinary Intervention
- Security Services
- Student & Faculty Identifiers for Access.

Related Tasks

- * Task Name: Enhanced Job Performance

Task Description: The Associate Dean will authorize and provide training opportunities for all staff in Student Support Services to upgrade their skills and acquire new skills and knowledge to provide more appropriate and timely services to students, faculty, and staff of GCC.

Related Goals

Guam Community College

- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#3

Community Interaction:

This goal aims to improve awareness of the College and increase public and fiscal support for its vision, which in the long run, is intended to reduce GCC's financial dependence on the Government of Guam.

- * Institutional Learning Outcome (ILO) - ILO#4 (Institutional Learning Outcome)

Students will demonstrate collaborative skills that develop professionalism, integrity, respect, and fairness.

Academic Affairs Division (AAD)

- * Division Level - AAD maintains all Accrediting Commission for Community and Junior Colleges or ACCJC accreditation standards, with a sustained focus on accountability and improvement.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Ensure that all necessary accreditation data and evidence are completed for the scheduled accreditation visit in spring 2012.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Update board policies through a systematic review process that reflect changing institutional and community needs and demands.

School of Technology & Student Services (TSS)

- * School Level - The School of Technology & Student Services strives to offer programs, services, and/or skill development for students so they can have the necessary abilities to meet the needs of the community.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Provide appropriate administrative and technological support for student services and programs.

Student Support Services (formerly Auxiliary Services)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
To provide effective and efficient support for the primary support services functions at the college: security, identification, parking, student discipline, emergency response, and room reservations.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
To provide quality and timely responses and requests regarding: ids, parking decals, room reservations, discipline referrals, safety and emergency issues, information requests, and campus security.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
To provide training opportunities for student support staff to enhance job performance.

Supervision & Management AS & Certificate

Mission Statement: The mission of the Supervision & Management Program is to develop a management workforce reflecting industry needs from the dynamic economic business environment in the Guam community and beyond.

Vision Statement: The Supervision and Management program prepares students for entry-level position and employment in the field of supervision and management. The program is designed for students who want to learn, update, augment existing knowledge and skills and/or acquire cutting-edge technical and managerial skills; it is also designed for current and future leaders, supervisors, and managers who desire the latest skills to be effective and productive in their respective fields.

No Outcomes Description defined for this Assessment Unit.

Supervision & Management Certificate (Archive)

Mission Statement: The mission of the Supervision & Management Program is to develop a management workforce reflecting industry needs from the dynamic economic business environment in the Guam community and the region.

Vision Statement: The program envisions to produce supervision & management graduates who are knowledgeable and skillful in general management principles so that they will meaningfully contribute to the administration and management of their respective organizations

No Outcomes Description defined for this Assessment Unit.

Surveying Technology AS & Certificate

No Outcomes Description defined for this Assessment Unit.

Systems Technology Certificate (Archive)

Mission Statement: To prepare and have people in the industry trained and certified in computer repair, networking, and telecommunication.

Vision Statement: To partner with the various government and private business by providing current certified courses for the computer repair, networking and telecommunication career fields.

No Outcomes Description defined for this Assessment Unit.

Tourism & Hospitality Department Courses

No Outcomes Description defined for this Assessment Unit.

Tourism & Hospitality Secondary (Archive)

Mission Statement: Note: As per the October 6, 2005 memo from Dr. Ray Somera, this program is inactive.

No Outcomes Description defined for this Assessment Unit.

Tourism & Travel Management AS

Mission Statement: The mission of the Tourism & Travel Management Program is to provide training, education, and support services in the area of Tourism & Travel that meets the career and employment goals of the regions workforce, and to work in partnership with the industry and its many components to advance workforce development in Guam and Micronesia.

Vision Statement: To prepare students for a wide variety of career opportunities and to enhance their growth potential within the Tourism and Travel industry.

No Outcomes Description defined for this Assessment Unit.

Veterans Upward Bound (Archive Sept 2008)

Mission Statement: Veterans Upward Bound's mission is to assist military veterans to successfully complete a high school diploma or GED and/or enroll in a postsecondary education. Our services will be continuously offered through various workshops, class room based instruction, self paced computer tutorials and individual tutoring.

Vision Statement: Guam Community College, Veterans Upward Bound will seek to assist all qualified military veterans to achieve their educational aspirations.

No Outcomes Description defined for this Assessment Unit.

Visual Communications AS

Mission Statement: Our mission is to provide the Visual Communications industry with students possessing the necessary attitude, skills and knowledge to be effective contributors.

Vision Statement: To provide students with enough knowledge and experience in the Visual Communications industry to become valued and sought after talent.

No Outcomes Description defined for this Assessment Unit.

Visual Communications Secondary

Mission Statement: The mission of the VisCom Secondary Certificate program is to develop a workforce proficient in meeting the need for graphics designers on Guam and the region.

Vision Statement: The VisCom Secondary Certificate program envisions to produce completers who have the skill, creativity and professional attitudes to be successful in the fields of design, digital graphics and video.

No Outcomes Description defined for this Assessment Unit.

Welding Certificate (Archive)

No Outcomes Description defined for this Assessment Unit.

Welding Technology Secondary (archived)

No Outcomes Description defined for this Assessment Unit.

Work Experience

Mission Statement: DEPARTMENTS' MISSION STATEMENT:

Our mission as a department/program is to provide an opportunity for qualified students to receive relevant work experience related to their vocational /technical field of study. We want to enhance; and encourage individual growth and exploration within that field. We want to be Guam's lead vocational educational agency in training, education, and support services relating to Guam's Workforce development needs and the career and employment goals of the people; We want to work in partnership with industry to advance economic development in Guam as a regional focal point for Micronesia within the Asia-Pacific Rim.

Vision Statement: VISION STATEMENT:

To provide college/high school educational credit for work experience opportunities in a community based setting to qualified students related to their vocational/technical fields of study and to provide students with a total educational program aimed at making them employable, productive citizens.

Outcome Description: AY09-010 SSUO#1 STUDENT PLACEMENT

To place eligible students in relevant, meaningful learning experiences at the workplace related to their degree/vocational program.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Students will communicate their experiences at the work place through weekly Journal Reports, final projects, and student surveys. The WE coordinator will carefully review and analyze the documents collected. Type of Artifact/Instrument/Rubric/Method/Tool: Internship/Co-op/Practicum Evaluation	90-100% of eligible students will be placed in a learning/work experience related to their program study. These students whom have met their GPA grade point average of 2.0 or better. Other eligibility requirements are: Instructor recommends the student to participate in the program.	Weekly reports are collected every week. Final Projects and student surveys at the end of each placement.	Yes

Related Activities

- Student Services

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of

diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

Work Experience

- * Program/Unit Level - Provide students with guidance and support while they are at their off campus work experience.

Outcome Description: AY09-010 SSUO#2 STUDENT RECRUITMENT

To actively recruit students enrolled in GCC Satellite High School and Postsecondary programs.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
WE Coordinators will conduct presentations for the programs they are responsible for. WE applications will be given to interested and qualified Satellite students who are in the second and third year. Postsecondary students will be asked to make an appointment to see a WE Coordinator and asked to complete an Application to Take.	At least 95 -100% of the number of students recruited will be interested in and qualified to participate in the WE program. This is based on their Program Career Technical Requirements of the number of credits required and needed to meet graduation requirements, the lack of transportation not available to school and the work-place, and the number one factor is; students will not participate if they don't get a PAID work experience.	Ongoing. The program is open entry/open exit.	Yes
Student Log Sheets and WE applications (Satellite) and Postsecondary Application to Take.			
Type of Artifact/Instrument/Rubric/Method/Tool: Presentations			

Related Activities

- Work Experience & Training.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will promote continuous curriculum development and program improvement efforts leading toward improved student learning outcomes.

Work Experience

- * Program/Unit Level - Disseminate and present information about the Work Experience program to students and employers to encourage participation in our services.

Outcome Description: AY09-010 SSUO#3 STUDENT SERVICES

To determine what students think about the WE program is responsive to their needs regarding recruitment, placement, monitoring, counseling and evaluation.

Outcome Type: SSUO

Start Date: 10/12/2009

End Date: 03/14/2011

Outcome Status: Completed the Assessment Cycle

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
Employer and Student Survey Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey	95-100% of students placed will identify satisfaction with the effectiveness of the WE program	At the end of each placement, a survey will be given to the student to complete.	Yes

Related Activities

- Placement

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.

President/CEO

- * Division Level - The President (CEO) will initiate, plan, and oversee the continuous development and maintenance of college facilities and infrastructure that impact on student learning environment, as well as employee productivity.

Work Experience

- * Program/Unit Level - Provide students with guidance and support while they are at their off campus work experience.

Outcome Description: AY11-2013 SSUO#1 STUDENT PLACEMENT

SSUO#1

To place eligible students in relevant, meaningful learning experiences at the workplace related to their degree/career technical education program.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

reflects/incorporates:

Notes from the pull/drop The new plan cycle is incorporating weekly monthly discussions to improve student skill sets pertaining to
down list above: classroom theory.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The students will communicate their experiences at the work place through weekly journal reports and final projects to express academic and technical skills as it relates to the RUBRIC.	90-100% of eligible students will be placed in a work experience environment with employers related to their program.	Students will be placed on a work experience program on a quarterly basis and will be monitored by the WE coordinators on a monthly basis.	Yes
Type of Artifact/Instrument/Rubric/Method/Tool: Internship/Co-op/Practicum Evaluation			
Related Documents: WE Grading Rubric Scale			

Related Activities

- Placement

Related Tasks

* Task Name: Student Placement

Task Description: To place HS students at the beginning of the Fall Semester of 2012 and the Spring Semester of 2013.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Trades & Professional Services (TPS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#3
Supply assistance for institutional learning outcomes.

Work Experience

- * Program/Unit Level - Provide students with guidance and support while they are at their off campus work experience.

Outcome Description: AY11-2013 SSUO#2 STUDENT RECRUITMENT

SSUO#2

To actively recruit students enrolled in GCC Satellite High Schools.

Outcome Type: SSUO

Start Date: 10/11/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop The implementation will be use to improve recruitment by working with all high school instructors in increasing
down list above: participation of HS students in the Work Experience Program.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The presentations will be conducted at the beginning of the Fall Semester of 2012 and the Spring Semester of 2013. Type of Artifact/Instrument/Rubric/Method/Tool: Presentations Related Documents: Work Experience Program Presentation 2012	95-100% of HS students recruited will be interested in qualifying to participate in the work experience program.	Presentations of work experience will be conducted every Fall and Spring semesters.	Yes

Related Activities

- Employer Support Services

Related Tasks

- * Task Name: Student Funding Source

Task Description: The ability pay students while on-the-job training through participation in the work experience program.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Trades & Professional Services (TPS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#2
Provide adequate support of program growth.

Work Experience

- * Program/Unit Level - Disseminate and present information about the Work Experience program to students and employers to encourage participation in our services.

Outcome Description: AY11-2013 SSUO#3 STUDENT SERVICES

SSUO#3

To determine what students think about the WE program is responsive to their needs regarding recruitment, placement, monitoring, counseling and evaluation.

Outcome Type: SSUO

Start Date: 10/10/2011

End Date: 03/11/2013

Outcome Status: Currently being assessed

Program SLO/AUO/SSUO Use and Implementation of Results from the previous cycle

Plan reflects/incorporates:

Notes from the pull/drop The information will be used to work closely with employers by encouraging employers to have student paid for
down list above: their work experience.

The results will be used to work closely with HS administrators from all of the GDOE HS to allow students release time for their work experience placements.

The results will be used to work closely with GCC's Service Learning or College Access Program to get HS students place in the work experience program.

Means of Assessment			
Artifact/Instrument/Rubric/Method/Tool Description	Criterion (Written in %)	Activity Schedule	Active
The work experience program student survey will be used for all HS students participating in the program. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey Related Documents: Work Experience Training Program Student Survey	95-100% of students placed will express their interest of satisfaction with the effectiveness of the WE Program.	The WE student survey will be conducted every Fall Spring Semesters of that AY.	Yes

Related Activities

- Student Services

Related Tasks

* Task Name: Student Survey

Task Description: The student survey will be conducted every Fall and Spring Semesters for the AY.

Related Goals

Guam Community College

- * Institution Level - The College endeavors to be perceived by industry clients as a responsive and valued partner in serving the needs of a trained workforce.
- * Institutional Strategic Master Plan (ISMP) - ISMP GOAL#2
Educational Excellence:
This goal is defined by its ability to demonstrate that student learning outcomes (SLOs) are being attained, as gauged by the institutionalized process of systematic and regularized assessment that allows programs and services to identify, analyze, and use assessment results for accountability and program improvement.
- * Institutional Learning Outcome (ILO) - ILO#1 (Institutional Learning Outcome)
Students will demonstrate use of acquired skills in effective communication, and quantitative analysis with proper application of technology.

Academic Affairs Division (AAD)

- * Division Level - AAD increases partnerships with the college's external constituencies to cultivate collaborative relationships that foster greater cooperation and interaction.
- * Division Level - The Academic Affairs Division maintains a reputation for excellence in vocational programs and services.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#1
Maintain educational excellence through a consistent assessment process that focuses on the use of results for improvement at 3 levels: institutional, program, and course.

ACCJC/WASC

- * STANDARD II. Student Learning Programs and Services - The institution offers high-quality instructional programs, student support services, and library and learning support services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

Board of Trustees (BOT)

- * Governing Board Level - The Board of Trustees will provide the necessary resources to support the quality of human and physical work environment that will foster the improvement of student learning outcomes.
- * Program Review Goal (Budget Related Goals & Objectives) - FY2012 PRG#2
Establish and implement systematic assessment processes.

School of Trades & Professional Services (TPS)

- * Program Review Goal (Budget Related Goals & Objectives) - FY2011 PRG#3
Provide support for institutional learning outcomes

Work Experience

- * Program/Unit Level - Provide students with guidance and support while they are at their off campus work experience.