2012 Evaluation Visit

March 19-22, 2012

Interviewee: Dr. Michael Chan

Interviewer(s): Dr. Roger Welt

Venue: SSA, Rm#2224

Other Participants:

1. Where can I find the learning outcomes for student services?
   * In Tracdat
2. What are some of your responsibilities as Associate Dean of Technology and Student Services?
   * Instructional faculty wise, even though Math, Science, English, Electronics, Computer Science, and Office Technology are under the umbrella of TSS, I also evaluate some faculty from Trades and Professional Services; I evaluate our postsecondary Nursing faculty, Medical Assisting, Marketing, and some faculty from Tourism and Hospitality both postsecondary and secondary, as well as Automotive.
   * The Dean and I also oversee student support services, the Learning Resource Center, Assessment and Counseling, the Office of Accommodative Services, CSI (Center for Student Involvement), COPSA, Project AIM, as well as College Access.
   * Handle the Citi-Foundation grant for the PSEAI summer programs.
   * Explained that I have a unique perspective in that I came from the faculty background, teaching secondary mathematics for over ten years, and then teaching postsecondary for two, and then eventually moving into administration; having the faculty background and experience has helped me truly appreciate what I do as an administrator to support our faculty in every way I can, so they can do what they do to the best of their abilities.
3. Project AIM, tell me more about that.
   * Went over the services that Project AIM provides.
   * The goals of the program: increase college retention, increase graduation rates, assist students to transition to a four-year institution.
   * Who is eligible and how students can apply and what they need to provide to apply.
4. What about College Access, tell me more about that as well.
   * Went over the services that College Access provides.
   * The goals of the program: prepare secondary students for postsecondary education, inform participants of postsecondary options as well as inform about financial assistance options available, as well as professional development.
   * Who is eligible and how students can apply.
5. How do students get their voices heard?
   * Explained how all enrolled students are automatically members of the Council on Postsecondary Student Affairs (COPSA) and how COPSA serves as a way for students to express their voice to administrators.
   * Students can also be heard through events such as “Meet the President”
   * If students have issues with instructors, they are able to see a counselor to discuss the issue, and if need be, file a grievance.
   * Also explained how the Dean and I have an open door policy to see students if they wish to see us and express their concerns.
   * If students have issues or concerns that deal with things outside of the classroom, those reports are brought to student support services.
6. Are your files for counseling stored securely?
   * Yes
7. Is the storage place of your counseling files fireproof?
   * No, I don’t believe it is fireproof.
8. What is the mascot of GCC?
   * I explained that when GCC had a high school and was participating in interscholastic sports, they were called the “Tradesmen”.
   * Explained that although the students do not participate in interscholastic competitive sports like that, the college has just recently taken an active role in participating in Gov Guam sports leagues such as the Park and Rec Volleyball and Softball leagues.

Dr. Welt went on to explain that his only concern right now in terms of student services is that the outcomes are not as accessible as our academic outcomes for our courses. He commended us on the excellent job that we did with our academic student learning outcomes being out there and being very accessible, but would like to see our student services outcomes be also just as accessible.

Dr. Welt also suggested that we keep our counseling files in a fireproof place of storage, and in addition to that, back the files up electronically.

Dr. Welt ended the meeting and thanked me, I thanked him as well, and we greeted each other goodbye.