Program Assessment Form (Non-Academic Program)

Bookstore

Table of Contents

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

Standing Requirements

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

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

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Bookstore & Auxiliary Services Outcome Set

AUO 1

Marked obsolete by Michael Jason Babauta on 09/17/2020 5:07:16 am WPST

Create positive customer satisfaction from the services the Bookstore provides

Mapping

No Mapping

AUO 2

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

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

Mapping

No Mapping

Bookstore Fall 2020

AUO1

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

Mapping

No Mapping

Provide quality E-based services for students

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

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

Mapping

No Mapping

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

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

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

Measures

Bookstore Fall 2020

Outcome

Outcome: AUO1
To decrease customer, wait time during busy times: registration, add and drop week, PELL deadline.

6/16/2021 Modified

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

Measure: FAFSA/Pell Recipient Student Ledger
Indirect - Other

Details/Description:	The purpose of the ledger is the assist the Bookstore in noting the amount that FAFSA approved students are able to charge for textbooks and supplies.
Acceptable Target:	100% accuracy for each student's information on: Tuition and Fees, Pell Grant Award, and prior Bookstore Balance.
Ideal Target:	100% accuracy for each student's information on: Tuition and Fees, Pell Grant Award, and prior Bookstore Balance.
Implementation Plan (timeline):	The beginning of each semester until closing of ledger (prior to receiving Pell Grant funds).
Key/Responsible Personnel:	Bookstore Staff - Nate Seng, Piding Sablan CFO - Dave Attao 6/16/2021. Nate Seng

Supporting Attachments:

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

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

Details/Description:	Respond to student email/phone inquiry within two business days.
Acceptable Target:	Respond to 80% of student inquiry within two business days
Ideal Target:	Respond to 100% of student inquiry within the two business days.
Implementation Plan (timeline):	FALL 2020 and ongoing
Key/Responsible Personnel:	Bookstore staff

Measure: Satisfaction Survey
Indirect - Survey

Details/Description:	Survey on how satisfied customers are with response time to inquiry.
Acceptable Target:	70% of customers surveyed will report satisfactory on a Likert scale
Ideal Target:	80% of customers surveyed will report satisfactory on a Likert scale
Implementation Plan (timeline):	To be sent out at the end of each ledger period (The ledger period is a period of time when students are allowed to apply for a ledger account with the Bookstore. This will allow students to charge any purchases on their financial aid award.)
Key/Responsible Personnel:	Bookstore staff

Outcome: Provide quality E-based services for students

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

No measures specified

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

Finding per Measure

Bookstore Fall 2020

Outcome

Outcome: AUO1

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

6/16/2021 Modified

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

Measure: FAFSA/Pell Recipient Student Ledger	
Indirect - Other	
Details/Description:	The purpose of the ledger is the assist the Bookstore in notating the amount that FAFSA approved students are able to charge for textbooks and supplies.
Acceptable Target:	100% accuracy for each student's information on: Tuition and Fees, Pell Grant Award, and prior Bookstore Balance.
Ideal Target:	100% accuracy for each student's information on: Tuition and Fees, Pell Grant Award, and prior Bookstore Balance.
Implementation Plan (timeline):	The beginning of each semester until closing of ledger (prior to receiving Pell Grant funds).
Key/Responsible Personnel:	Bookstore Staff - Nate Seng, Piding Sablan CFO - Dave Attao 6/16/2021. Nate Seng

Supporting Attachments:

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

Findings for FAFSA/Pell Recipient Student Ledger	
Summary of Findings:	For 6 of 6 students during the current Summer 2021 semester, the Bookstore was able to accurately account for: Tuition and Fees, Pell Grant Award, and prior Bookstore balance.
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded
Recommendations:	The Bookstore will continue to use the ledger in order to accurately account for student Bookstore charges.
Reflections/Notes:	The reason for the implementation of the ledger is to incentivize students to make purchases at the Bookstore to assist in their educational goals and to continue the overall operations.

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

Details/Description:	Respond to student email/phone inquiry within two business days.
Acceptable Target:	Respond to 80% of student inquiry within two business days
Ideal Target:	Respond to 100% of student inquiry within the two business days.
Implementation Plan (timeline):	FALL 2020 and ongoing
Key/Responsible Personnel:	Bookstore staff

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

No Findings Added

Measure: Satisfaction Survey
Indirect - Survey

Details/Description:	Survey on how satisfied customers are with response time to inquiry.
Acceptable Target:	70% of customers surveyed will report satisfactory on a Likert scale
Ideal Target:	80% of customers surveyed will report satisfactory on a Likert scale
Implementation Plan (timeline):	To be sent out at the end of each ledger period (The ledger period is a period of time when students are allowed to apply for a ledger account with the Bookstore. This will allow students to charge any purchases on their financial aid award.)
Key/Responsible Personnel:	Bookstore staff

Findings for Satisfaction Survey

Summary of Findings:	Fall 2020 Student Survey 345 students rated the bookstore's services with the following results: 25.6% Excellent 26.1% Good 13.6% Fair 1.7% Poor 33% Don't know/Not Applicable Students provided the following feedback: -The bookstore should have an online catalog of what books are available along with prices to make things easier for students that is available all day, everyday rather than having to call the bookstore about each and every single book you are looking for. It would save students so much time. I hope they have a bigger, more spacious bookstore again, because the current

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

-Suggestion of more interaction with students when buying textbooks.

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

Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Moving Away
Recommendations:	With the newly renovated Bookstore located at Building V along with the increase of face-to-face classes, the Bookstore will be able to increase the amount of students that will have some sort of interaction; whether it be for academics or retail purposes. In conjunction with other departments, the new online MarketPlace website will host the Bookstore's available texts, supplies, and retail items for purchases in order to accommodate online purchases that can be mailed out to not only students, but any customer interested.
Reflections/Notes:	The Bookstore CANNOT accommodate every single course. In the past, the Bookstore has tried its best to purchase a text based off the recommendation from staff and faculty assisting in book orders. Consequently, the Bookstore is now left with a surplus of old textbooks that are still in inventory with some textbooks being on the shelf for years without a single sale. From this point on, the Bookstore will no longer look to purchase physical textbooks to combat the excess inventory and now, prevalent issue of illegal PDF texts that are being sold on Facebook and shared amongst students. E-Books are preferential because the Bookstore is able to order as needed and receive it in a timely manner.

Outcome: Provide quality E-based services for students
Ensure that electronic (e) based services such as book and supply orders and payment services are timely and meet stakeholder needs.

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No measures specified

Overall Recommendations
No text specified

Overall Reflection

No text specified

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

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

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

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

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

USE OF RESULTS

STATUS REPORT

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

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

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

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT

Appendix

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