Program Assessment Form (Non-Academic Program)

Tinian Center

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

Standing Requirements

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

NMC Mission Statement:Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and the people of the Commonwealth."The Tinian Center is one unique family of respectful and reliable professionals providing access toan array of localized educational advancement opportunities, support services, Information Technology, and administration support services to students and clients of Tinian, in order that the Northern Mariana Islands will have a more effective and productive citizenry."

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Tinian Center Outcome Set

Tinian Center AUO 1

Marked obsolete by Northern Marianas College Manager on 09/16/2020 11:31:35 am WPST
The Tinian Center will support and facilitate a positive learning environment for its clients.

Mapping

No Mapping

Tinian Center AUO 2

Marked obsolete by Northern Marianas College Manager on 09/16/2020 11:31:46 am WPST
The Tinian Center will provide a timely response (less than 48 hours) to any inquiry from clients.

Mapping

No Mapping

Tinian Center AUO 3

Marked obsolete by Northern Marianas College Manager on 09/16/2020 11:31:55 am WPST
Students enrolled in the Discover Online Learning Class will agree that the course helps prepare them successfully with NMC online.

Mapping

No Mapping

AUO 2

The Tinian Center will provide reliable, accessible and available internet to NMC students and clients.

Mapping

No Mapping

AUO 1

The Tinian Center will provide a welcoming and safe environment for the campus community

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 the people of the Commonwealth."The Tinian Center is one unique family of respectful and reliable professionals providing access toan array of localized educational advancement opportunities, support services, Information Technology, and administration support services to students and clients of Tinian, in order that the Northern Mariana Islands will have a more effective and productive citizenry."

Measures

Tinian Center Outcome Set

Outcome

Outcome: AUO 2

The Tinian Center will provide reliable, accessible and available internet to NMC students and clients.

Measure: Log of Speed Test	
Indirect - Other	
Details/Description:	IT staff will conduct speed test to assess upload and download speed.
Acceptable Target:	90% of the time there will be 10MB upload and 12MB download on a daily basis.
Ideal Target:	90% of the time there will be 10MB upload and 12MB download on a daily basis.
Implementation Plan (timeline):	Complete daily throughout the semester.
Key/Responsible Personnel:	Media Specialist Administrative Officer Executive Director

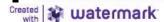| **Measure:** Support Services Survey (Technology Questions embedded in this survey)	
Indirect - Survey	
Details/Description:	Students and Clients will complete a survey regarding the the accessibility, reliability and availability of Technology. Students will response with statify and highly satisfied with services provided.
Acceptable Target:	100 % of students and clients will take the survey and respond with statisfied or highly statisfied.
Ideal Target:	100 % of students and clients will take the survey and respond with statisfied or highly statisfied.

Implementation Plan (timeline):	Clients will respond to the survey at the end of each month. Students will respond to the survey at the end of every semester.
Key/Responsible Personnel:	Media Specialist Adminstrative Officer Executive Director

Outcome: AUO 1

The Tinian Center will provide a welcoming and safe environment for the campus community

Measure: Customer Service Survey
Indirect - Survey

Details/Description:	All clients will agree that their experience at NMC Tinian Center was welcoming and a safe environment.
Acceptable Target:	90% of clients will agree that they experience at NMC Tinian was welcoming and a safe environment.
Ideal Target:	100% of clients will agree that they experience at NMC Tinian was welcoming and a safe environment.
Implementation Plan (timeline):	Monthly basis for Renters and a survey after every event/visit at NMC Tinian Center.
Key/Responsible Personnel:	Executive Director Administrative Officer Media Specialist

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

Finding per Measure

Tinian Center Outcome Set

Outcome

Outcome: AUO 2

The Tinian Center will provide reliable, accessible and available internet to NMC students and clients.

Measure: Log of Speed Test
Indirect - Other

Details/Description:	IT staff will conduct speed test to assess upload and download speed.

Acceptable Target:	90% of the time there will be 10MB upload and 12MB download on a daily basis.
Ideal Target:	90% of the time there will be 10MB upload and 12MB download on a daily basis.
Implementation Plan (timeline):	Complete daily throughout the semester.
Key/Responsible Personnel:	Media Specialist Administrative Officer Executive Director

Findings for Log of Speed Test

Summary of Findings:	Upload: 0/19 daily speed test had at least 10MB upload speeds. The average upload was 8.02 MB for the daily speed test. Download: 0/19 daily speed test had at least 12MB upload speeds. The average was 9.14MB for the daily speed test.
Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Moving Away
Recommendations:	Recommendation: Upgrade Network Infrastructure.
Reflections/Notes:	See recommendations above.

Substantiating Evidence:

Internet Speed Test Data - Sheet1 (1).pdf (Adobe Acrobat Document) (See appendix)

Measure: Support Services Survey (Technology Questions embedded in this survey)
Indirect - Survey

Details/Description:	Students and Clients will complete a survey regarding the the accessibility, reliability and availability of Technology. Students will response with statify and highly satisfied with services provided.
Acceptable Target:	100 % of students and clients will take the survey and respond with statisfied or highly statisfied.
Ideal Target:	100 % of students and clients will take the survey and respond with statisfied or highly statisfied.
Implementation Plan (timeline):	Clients will respond to the survey at the end of each month. Students will respond to the survey at the end of every semester.
Key/Responsible Personnel:	Media Specialist Adminstrative Officer

Executive Director

Findings for Support Services Survey (Technology Questions embedded in this survey)

Summary of Findings:	Based on the survey for AUO #1 shows that there were some problems with the internet. The average speed test for the land line is: 11.36 download NBPS and 8.9 upload NBPS which is an average speed for the internet.
Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Approaching
Recommendations:	The recommendation is to identify on the survey if the internet use is wireless or land line. Another recommendation is to take the speed test for wireless network.
Reflections/Notes:	

Outcome: AUO 1
The Tinian Center will provide a welcoming and safe environment for the campus community

Measure: Customer Service Survey
Indirect - Survey

Details/Description:	All clients will agree that their experience at NMC Tinian Center was welcoming and a safe environment.
Acceptable Target:	90% of clients will agree that they experience at NMC Tinian was welcoming and a safe environment.
Ideal Target:	100% of clients will agree that they experience at NMC Tinian was welcoming and a safe environment.
Implementation Plan (timeline):	Monthly basis for Renters and a survey after every event/visit at NMC Tinian Center.
Key/Responsible Personnel:	Executive Director Administrative Officer Media Specialist

Findings for Customer Service Survey

Summary of Findings:	The clients agree that NMC Tinian Center is providing a welcoming and safe environment for the campus community based on the quarterly survey.
	Due to the COVID restrictions, there were no surveys completed by the students.
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching
Recommendations:	The recommendation is to create a help desk for the clients and students to use whenever they need help or support from NMC staff.
Reflections/Notes:	Our team recommends for each person in the office to complete the quarterly survey in order to ensure that we are meeting our goals.

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. **Internet Speed Test Data - Sheet1 (1).pdf** (Adobe Acrobat
Document)