

COLLEGE OF MICRONESIA-FSM

ADMINISTRATIVE PROCEDURE No. 2100

Communications Policy Procedures

Date Adopted: 22 March 2006

Date Revised: 13 March 2013

Date Reviewed: 13 March 2013, 24 March 2025

References: COM-FSM Strategic Plan 2025–2030; IEMP 2024–2034; Board Policy No. 2100

To implement the Board Policy on Communications by establishing procedures that promote inclusive, transparent, and effective communication across the College of Micronesia-FSM system. These procedures support strategic priorities of **Access, Innovation, and Resilience**, and encourage the use of digital tools and participatory governance models.

Implementation Responsibilities

The President has overall responsibility for implementing communication policy and procedures, with delegated responsibilities across administrative and academic leadership.

Institution-Wide Procedures

The College shall ensure the following:

Accessible and Centralized Information

- Maintain an up-to-date digital repository of policies, procedures, announcements, and strategic documents accessible to all stakeholders.
- Use the college website, intranet, and digital platforms (e.g., Google Workspace, Official college social media pages) as primary channels.

Annual Communication Planning

- Develop and maintain an institutional communication calendar covering major publications, events, surveys, reports, and web updates.

Use of Digital Tools

- Leverage modern communication platforms, including virtual conferencing, social media, and collaborative apps, to foster timely and multi-directional communication.

Participatory Dialogue

- Embed communication protocols into governance documents, program reviews, and committee terms of reference to promote participatory dialogue and accountability.
- Ensure that communication practices allow for top-down, bottom-up, and lateral engagement.

Training and Capacity Building

- Provide regular training on effective communication strategies, digital tools, and culturally responsive practices for staff, faculty, and students.

Evaluation and Improvement

- Establish regular feedback mechanisms and incorporate communication assessments into institutional review cycles.
- Align communication effectiveness with performance indicators outlined in the IEMP.

Addressing Multi-Campus and Cultural Dynamics

- Develop strategies to ensure equitable access to communication tools and opportunities across all campuses.
- Promote inclusive communication that respects linguistic and cultural diversity within FSM.

Purposeful Dialogue Defined

Purposeful dialogue at COM-FSM refers to institutional communication that is:

- Inclusive and participatory
- Ongoing and multi-directional
- Respectful and evidence-based
- Aligned with mission-driven goals and values

This definition is grounded in the updated communication values outlined in **Board Policy No. 2100** and continues to evolve as part of the College's digital and governance transformation.

The President or designee shall provide an annual report to the Board of Regents on the effectiveness and implementation progress of communication procedures, including challenges, improvements, and strategic alignment.

See Board Policy 2100