

# COLLEGE OF MICRONESIA-FSM

## BOARD POLICY NO. 2100

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### Communication Policy

Date Adopted:	22 March 2006
Date Revised:	13 March 2015; 02-04 April 2025
Date Reviewed:	24 March 2025; 02-04 April 2025
Reference:	COM-FSM Strategic Plan 2025-2030 ACCJC Recommendations Digital Transformation Framework

### Background

Effective communication is essential for fostering transparency, collaboration, and institutional effectiveness at the College of Micronesia-FSM (COM-FSM). Since the adoption of the 2010 Communications Plan, the College has made strides in improving "purposeful dialogue" as recommended by ACCJC. However, evolving institutional priorities, digital transformation, and changes in governance require a refreshed communications policy to align with current needs.

The College's transition to a more participatory governance structure, along with the Strategic Plan 2025-2030, emphasizes Access, Innovation, and Resilience as key institutional priorities. Additionally, the Integrated Educational Master Plan (IEMP) 2024-2034 provides a long-term framework for communication strategies supporting student success and institutional growth. The widespread adoption of digital communication tools necessitates a modernized framework that ensures effective, inclusive, and technology-driven communication. This policy supersedes the previous version approved in 2013.

### Policy on Communication

To align with COM-FSM's **Strategic Plan 2025-2030**, this policy establishes a structured communication framework applicable to all employees, students, and stakeholders of the institution. The tenets of this policy are as follows:

#### 1. Purposeful Dialogue and Participatory Governance

- a. Communication should be transparent, inclusive, and aligned with participatory governance principles.
- b. Stakeholders should have clear avenues to provide input on institutional decisions.

#### 2. Respectful and Inclusive Communication

- a. All communication must uphold civil discourse, mutual respect, and freedom of expression.
- b. The College shall ensure that diverse perspectives are represented in institutional communication.

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### 3. Leadership and Institutional Messaging

- a. The President serves as the primary spokesperson for the College.
- b. Administrators, faculty, and staff are responsible for ensuring consistent

### 4. Multi-Directional Communication and Digital Tools

- a. Communication must be timely, accessible, and multi-directional (top-down, bottom-up, lateral).
- b. Digital platforms (e.g., Google Workspace, Moodle, social media, and the COM-FSM website) shall be utilized to enhance communication efficiency.
- c. The College shall leverage new technologies to support virtual engagement, distance learning, and administrative collaboration.

### 5. Evaluation and Continuous Improvement

- a. Communication effectiveness shall be regularly assessed through feedback mechanisms, institutional surveys, and performance indicators.
- b. Recommendations for improvements shall be incorporated into the institution's planning and assessment cycle, in alignment with the **IEMP 2024-2034**.

### 6. Addressing Geographic and Cultural Challenges

- a. Strategies must be in place to overcome communication barriers posed by COM-FSM's multi-campus structure.
- b. Culturally sensitive communication practices should be observed across all interactions.
- c. The College shall ensure equitable access to communication tools and information for all campuses.

### 7. Resource Allocation for Effective Communication

- a. Adequate resources shall be allocated to support communication initiatives, including training, technology upgrades, and policy reviews.
- b. Communication infrastructure shall be continuously improved to align with **Innovation and Resilience**, as outlined in the **Strategic Plan 2025-2030**.

See Administrative Procedure 2100.