

Department of Student Services
Report to the Board of Regents

November 18, 2013 to March 10, 2014

WASC Standard IIB. Student Support Services

The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services.

COM-FSM Strategic Direction

Focus on student success. The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “access and success” with appropriate career pathways for learners (SD1).

COM-FSM Integrated Educational Master Plan. <http://www.comfsm.fm/vpia/misc/IEMPsheet.pdf>

- a. **SS1. Marketing and recruitment.** Create, improve and implement a process to increase recruitment of nontraditional students into programs (2.3).
- b. **SS2. Student progression.** Strengthen support mechanisms for at-risk students and improving progression (2.2). Formalize collaborative and integrated process with program faculty and students for counseling and tutoring assistance (2.3). Develop and implement a student services staff development plan directed at supporting student success (2.4). Develop and implement a comprehensive student life program that focuses on student development and leadership, obtaining ILOs, and increasing opportunities for cultural diversity (2.5). Enhance the timeliness of advising and referrals by adopting a computer software program to coordinate and integrate faculty advising program with counseling and tutoring programs (2.6).
- c. **SS3. Career services.** Formalize a career counseling and job placement (2.8).
- d. **SS4. Admissions, registration and matriculation.** Review and update the COM-FSM entrance test for validity, security, standardization of testing procedure and entrance criteria (5.4).

Accomplishments and Outcomes

Spring 2014 Enrollment

The college had registered 2,094 students with 23,838.5 registered credits (or 1,986.54 full-time equivalent students). However these figures represent only 87.10% and 83.66% of the college’s spring 2014 revenue and tuition fees projections in headcounts and registered credits/FTEs, respectively (**WASC IIB, SD1, IEMP SS 2, 2.4-2.6**).

Table 1.0. Spring 2014 enrollment in headcounts, registered credits/FTEs as compared to Spring 2014 revenue and tuition fees projections

Campus	In headcounts				In registered credits and full-time equivalent students			
	Projection	Actual	Count Diff	Diff in %	Projection	Actual	Count Diff	Diff in %
National	917	937	20	2.18%	11,567	11,240	(327)	(2.83%)
Pohnpei	596	553	(43)	(7.21%)	7,001	6,027.5	(974)	(13.91%)
Chuuk	462	266	(196)	(42.42%)	5,436	3,064	(2,372)	(43.64%)
Kosrae	222	158	(64)	(28.83%)	2,221	1,505	(716)	(32.24%)
Yap	207	180	(27)	(13.04%)	2,271	2,002	(269)	(11.85)
Total	2,404	2,094	(310)	(12.09%)	28,496	23,838.5	(4,658)	(16.34%)

While the national campus had surpassed its spring 2014 revenue and tuition fees projection in head counts by 2.18%, it is behind projections in both registered credits and FTEs by 2.83%. All campuses are below their spring 2014 revenue and tuition fees projections in head counts, registered credits, and FTEs, as follows:

- 1. Chuuk campus is behind its projections in head counts and registered credits/FTEs by 42.42% and 43.64%, respectively.
- 2. Kosrae campus is behind its head count projection by 28.83%, and registered credits/FTEs projection by 32.24%
- 3. Yap campus is below its head count and registered credits/FTEs projections by 13.04% and 11.85%, respectively.
- 4. Pohnpei campus is behind its head count projection by 7.21%, and registered credits/FTEs by 13.91%.

The college’s spring 2014 enrollment figures show an FTE enrollment lower than its head count enrollment by 5.13% more or less. Enrollment of full-time students dropped by 1.52% this spring 2014 semester compared to the same term last year, while the number of part-time students increased by 1.51%. The percentage of part-time students (spring to spring) at the college has been steadily increasing from 25.95% in Spring 2010 to 36.47% this term.

Federal Pell Grant

The college's Financial Aid Office (FAO) reported a total of 3,620 recipients for the federal Pell grant during fall 2013 and spring 2014 semesters (as of March 6, 2014) and who were awarded an aggregate amount of \$8,936,839.00 (**WASC IIB, SD1, IEMP SS2**).

Table 2.0. Pell recipients and amount of Pell awarded by campus

Campus	Fall 2013 Semester				Spring 2014 Semester, as of March 6, 2014			
	Fall 2013 enrollment	Pell recipients	Recipients in % of enrollment	Awards in US\$	Spring 2014 enrollment	Pell recipients	Recipients in % of enrollment	Awards in US\$
National	1,018	889	87.33%	\$2,338,995.00	937	750	80.04%	\$1,933,482.00
Pohnpei	669	606	90.58%	\$1,382,699.00	553	449	81.19%	\$1,060,515.00
Chuuk	319	235	73.67%	\$ 610,472.00	266	163	72.12%	\$ 409,231.00
Kosrae	243	187	76.95%	\$ 395,012.00	158	98	62.03%	\$ 211,540.00
Yap	195	101	51.79%	\$ 259,712.00	180	142	78.89%	\$ 335,181.00
Total	2,444	2,018	82.57%	\$4,986,890.00	2,094	1,602	76.50%	\$3,949,949.00

Supplemental Educational Grant

FAO also reported 156 SEG recipients who were awarded a total amount of \$62,400.00 during fall 2013 semester and spring 2014, as of March 6, 2014 (**WASC IIB, SD1, IEMP SS2, SS2**).

Table 3.0. SEG recipients and amount of SEG awarded during fall 2013 and spring 2014 semester

Fall 2013 Semester				Spring 2014 Semester, as of March 6, 2014			
Fall 2013 enrollment	SEG recipients	Recipients in % of enrollment	Awards in US\$ amount	Spring 2014 enrollment	SEG recipients	Recipients in % of enrollment	Awards in US\$ amount
1,018	97	9.53%	\$ 38,800.00	937	59	6.30%	\$ 23,600.00

SEG Work-Study Program

Table below shows the distribution by campus of recipients and amount earned from the SEG Work-Study program during fall 2013 semester, and as of March 6, 2014 for spring 2014 semester (**WASC IIB, ISD1, IEMP SS2, SS3, 2.8**).

Table 4.0. Recipients and amount of earnings from the SEG work-study program during fall 2013 and spring 2014 semesters

Campus	Fall 2013		Spring 2014, as of March 6, 2014	
	SEG work-study recipients	Earnings in US\$	SEG work-study recipients	Earnings in US\$
National	298	\$ 53,523.25	234	\$ 23,291.50
Pohnpei	183	\$ 34,699.25	0	\$ 0.00
Chuuk	38	\$ 7,273.75	6	\$ 585.00
Kosrae	19	\$ 3,322.50	20	\$ 907.00
Yap	34	\$ 5,783.00	17	\$ 1,832.75
FSM FMI	53	\$ 9,467.50	52	\$ 4,910.00
Total	625	\$ 114,069.25	627	\$ 31,526.25

Other scholarships

Table below shows the distribution by campus of recipients and amount received from other government and non-government scholarship grants during fall 2013 semester, and as of March 6, 2014 for spring 2014 semester (**WASC IIB, ISD1, IEMP SS2, SS3**).

Table 5.0. Recipients and amount of scholarship awards from government and non-government organizations during fall 2013 and spring 2014 semesters

Scholarship	Fall 2013		Spring 2014, as of March 6, 2014	
	Recipients	Awards in US\$	Recipients	Awards in US\$
FSM National	43	\$ 43,500.00	9	\$ 7,570.00
Pohnpei State	0	\$ 0.00	0	\$ 0.00
Chuuk State	34	\$ 16,500.00	23	\$ 15,800.00
Kosrae State	34	\$ 17,750.00	16	\$ 8,000.00
Yap State	43	\$ 42,084.00	42	\$ 32,946.00
Rotary Club	2	\$ 500.00	2	\$ 500.00
APIASF	1	\$ 2,500.00	0	\$ 0.00
Total	157	\$ 122,834.00	92	\$ 69,306.00

APIASF refers to *Asian and Pacific Islanders American Scholarship Fund*.

Counseling and tutoring services

In Fall 2013, 14 tutors were hired at the college's national campus tutoring center. From the months of November to December 2013, 111 students were tutored in different subject areas. Of these 111 students, 65% passed the course tutored with A, B, and C grades; 15% with D grades, and 20% with F or W (**WASC IIB, SD1, IEMP SS2, 2.2, 2.3**).

This Spring 2014, the college's national campus tutoring center hired 9 tutors.

Routine services have been provided to enhance a supportive learning environment and to support student access and success. Of the 937 students who are registered this Spring 2014 at the college's national campus, a total of 355 students sought different services from the counseling office to assist them with their academic and/or personal development.

Health services

November 2013 World Diabetes Day

About 550 people participated in the World Diabetes Day coordinated by the national campus' health services. To (a) increasing public awareness about diabetes, hypertension and other health issues and related problems; and (b) provide screening for diabetes and hypertension, the college's health services at the national campus organized the World Diabetes Day participated by more or less 550 people. Of the 550 participants, 342 (or 62.2%) were screened for diabetes and hypertension, 127 (or 23.1%) for obesity; 92 (or 16.7%) for eye refraction/vision test; 71 (or 12.9) for blood typing; 118 (or 21.5%) received flu vaccinations; and 130 (or 23.6%), deworming treatment **(WASC IIB, SD1, IEMP SS2, 2.4)**.

December 2013 World AIDS Day

The college's health services at the national campus coordinated the World AIDS Day last December 6, 2013 participated by more or less 800 people. To assess the level of basic knowledge about HIV/AIDS in terms of prevention, transmission and the myths about STIs/HIV/AIDS, a survey was administered to a non-randomly selected sample of 200 students, faculty, and support services staff who participated in the 2013 World Aids Day activity coordinated by the college's health services at the national campus. However, the results of this survey is yet to be available as of report time. **(WASC IIB, SD1, IEMP SS2, 2.4)**.

Clinic visits to the dispensaries at the national and Pohnpei campuses

The college's national campus nurse reported that her office recorded 1,641 visits to the dispensary from November 18, 2013 to March 6, 2014. Of these 1,641 visits. Of these recorded visits, 78% and 22% were visits from students and staff, respectively. According to the campus nurse, students and staff seeking treatment for generalized body aches and pains topped the list with 827 counts. Other types of visit include treatments of gastro-intestinal, eye-ear-nose related problems, skin diseases and infections, and others **(WASC IIB, SD1, IEMP SS2, 2.4)**.

On the other hand, the college's nurse at Pohnpei campus reported that there were 365 recorded clinic visits during the period beginning November 18, 2013 and ending, March 6, 2014. Most of these visits were minor aches and pains, injuries and other health issues **(WASC IIB, SD1, IEMP SS2, 2.4)**.

Table 6.0. Clinic visits to the college's dispensaries at the national and Pohnpei campuses November 18, 2013 to March 6, 2014

Type of clinic visit	National	Pohnpei
Viral syndrome/URI/cold/flu syndrome	168	4
Minor injuries	120	73
General body aches and pains	354	119
Eye/ear/nose/throat related problems	80	19
Skin disease and infections	88	3
Gastro-intestinal related problems	53	12
Genitourinary problems	4	0
Counseling for personal, health, family related problems	6	0
Family planning including pregnancy testing and contraception administration	173	66
Other health-related IEC and consultation	26	0
STI screening/Counseling follow-up	4	0
Screening of non-communicable diseases and communicable diseases including follow-up	106	1
Seasonal flu vaccination and other immunization updates	3	0
Prescription fills and refills	62	3
Health maintenance and prophylaxis	219	2
Referrals	31	0
Others	144	0
Total counts	1,641	302

Student Code of Conduct

In June 2013, a working group was tasked to draft the Code of Student Conduct. The draft policy was presented for initial review, comments and feedbacks to (a) the student body association, (b) the facilities and campus environment committee, (c) the management team, and the (d) cabinet.

As scheduled and recommended during the presentation of the first draft of the Code to the college's cabinet last November 22, 2013, a post-initial review version of the draft Code of Student Conduct will be presented to the March 28, 2014 cabinet meeting and then to the college's legal advisor in April 2014. The final version of the Code of Student Conduct is scheduled to be presented to the Board of Regents for approval on May 19, 2014 **(WASC IIB, SD1, SS2)**.

Proposed Student Union

The department's division of student life proposed to revive the Student Union then located in Building C, national campus in Palikir, Pohnpei. Currently, the space is utilized by the Peer Counseling Center (PCC), a sponsored program funded by UNFPA and Title X family planning program. As proposed: (a) the Student Union shall house the offices of the director of student life, the SBA and

associated student clubs or organizations, a computer lab, and others; and (b) PCC shall be relocated to the room in the FSM-China Friendship Sports Center presently occupied by the SBA.

The proposal necessitated from the need to establish a hub for all student support services and activities, and to determine the perceptions of the students about the proposal to revive the Student Union at the national campus, a survey was administered to a non-randomly selected sample of 299 students last December 9, 2013. The overall result of the survey showed that 89% of the samples are in agreement of the proposed plan with only 11% expressing either disagreement or neutrality (**WASC IIB, SD1, SS2, 2.5**).

Calendar of Student Activities

A calendar of student activities will soon be available online (*in progress*, <http://www.comfsm.fm/?q=Student-Activity-Calender>). The calendar will detail events and activities sponsored by the various academic and administrative units, associated student clubs and organizations, and others. These events and activities that are aimed at supporting and complementing the college's mission by through programs which enhance: (a) a sense of community on campus; (b) foster recognition and appreciation of different cultures; (c) facilitate and nurture collective sense of purpose; and (d) assist students in developing an accountability for self-learning, critical thinking and pragmatic skills essential to become life long learners and knowledgeable and responsible citizens (**WASC IIB, SD1, SS2, 2.5, ISLO**).

April 1, 2014 Founding Day

“Celebrating diversity through culture and sports” is the theme for this year’s Founding Day, and the following are the objectives: (a) to raise at least \$10,000 for the college’s endowment fund, and (b) to promote the appreciation and understanding of cultural diversities and sports (**WASC IIB, SD1, SD3, IEMP SS2, 2.5**).

National and Pohnpei campuses will jointly commemorate the college’s founding day on April 1, 2014 at the national campus in Palikir, Pohnpei. The one-day event will be highlighted by various activities, such as fund raising, sports competitions, fun games, and coronation ceremony.

Review of Student Service Policies

In support of continuous quality improvement and to ensure compliance with accreditation standards, the department had started reviewing policies that relate to student services. Policies were categorized into four: (1) policies needing revisions, (2) policies needing no revisions, (3) policies that are obsolete and have no applicability to the college’s operations, and (4) policies identified as procedures. There are 18 major policies with 102 sections in the MAPP that relate to student services. Additionally, there are more or less 148 subsections.

The department was able to identify those policies that are categorized a 2, 3, and 4 which had been presented for initial review to the cabinet and thence the executive council.

Spring 2014 Graduation

As of March 6, 2014, the Office of Admissions, Records and Retention received the 229 applicants for Spring 2014 graduation (**WASC IIB, SD1, IEMP SS 2.5**).

Table 7.0. Applicants for Spring 2014 graduation in headcount by campus

National	Pohnpei	Chuuk	Kosrae	Yap
113	64	31	9	12

The college’s 59th Commencement Exercises is scheduled on May 15, 2014.

Fall 2013 intramural games

There were 451 students who participated the fall 2013 intramural grades. To determine the perceived satisfactions of the participants about the intramural games, a survey was administered to a stratified sample of 50 students (at least five sample per team) who participated in the fall 2013 intramural games. Results of the survey show: (1) 60% of the participants signified satisfactions about the organization and how the games were delivered, and (2) 40% expressed either dissatisfaction or neutrality (**WASC IIB, SD1, SS2**).

Sport and Recreation Services

Sports and recreation reported duplicated counts of 653 male and 304 female students who were provided sports and recreational-related services (**WASC IIB, SD1, SS2**).

Peer Counseling Center

The PCC at Chuuk campus facilitated a session on suicide prevention to 50 students last November 18, 2013. To determine the knowledge gained as a result of participating in the session, pre- and post-tests were administered to the participants. Results showed 3% increase in the knowledge about the subject area. Additionally, the center also organized a presentation on family planning and the use of contraceptive methods to 23 students. Results of the pre- and post-test administered to the participants showed an increase of 41% in the knowledge about the topic (**WASC IIB, SD1, SS1, 2.2, 2.4**).

The PCC at the national campus conducted a presentation on alcohol to 17 resident students of the college’s residence halls. Pre-and

post-tests were administered to the participants primarily to assess knowledge gained a result of participating in the session. Results showed 25% increase in the knowledge about the subject **(WASC IIB, SD1, SS1, 2.2, 2.4)**.

The PCC also reported submitting to the FSM department of health and social affairs its family planning annual review last January 22, 2014, and its budget proposal, March 6, 2014. **(WASC IIB, SD1, SS1, 2.2, 2.4)**.

November 2013 COM-FSM Entrance Test

COMET was administered at state campuses last November 18-22, 2013 to 564 students. Basically, the November COMET is administered for Spring admissions, and test takers include (a) our certificate-level students wanting to advance their admission types, (b) those who took the COMET in the past by were classified as non-admits, and (c) some first-time COMET takers.

Of the 564 students who took the November 2013 COMET, 296 (or 52.48%) are recommended admission as degree, ACE, and certificate levels, and 268 (or 47.52%) are non-admits **(WASC IIB, ISD1, IEMP SS1, 2.3, SS4, 5.4)**.