Office of Institutional Effectiveness & Quality Assurance (IEQA)
COM-FSM Board Report

Accreditation

The National campus held an Accreditation Carnival on March 3, 2023 with the faculty, staff, and students with the purpose of familiarizing them with the accreditation process and the ACCJC Standards.

COM-FSM welcomed the Accreditation Team the week of March 13-17, 2023 for their focused site visit as required by ACCJC. The team was led by Dr. Rosevonne Pato as Chair, Dr. Ardis Eschenberg as Vice Chair, and members Dr. Peter Hepburn, Dr. Jill Bonds, Dr. Brian Sanders, Mr. Stevenson Kotton; and ACCJC staff liaison, Dr. Catherine Webb. Interviews on the seven (7) Core Inquiries were conducted with the college community members in addition to an open forum, and concluded their visit with an exit report. The exit report highlighted the following findings by the Visiting Team.

Commendations

1. Significant strength - Support for diverse personnel, professional development & incentive programs, supporting growth & development for staff, employees and family members

2. Strategic use of funding sources and financial resources supports the response to student needs in a changing environment

3. Exemplary practice of outcomes assessment across six campuses in four states

Recommendations for improvement

1. Strengthen integration of short- and long-term plans for allocation of human, physical, technological, and financial resources to meet student needs in a post pandemic environment.

2. Improve its practices and systems for personnel evaluation and management as stated in the President's work plan and other plans

Information Technology

Network/Systems

Systems services were significantly affected due to uncontrollable island grid outages at Palikir site. The college experienced entire network systems downtimes last December due to a malfunctioned Automatic Transfer Switch. The Uninterruptible Power Supply (UPS) batteries in the primary server room located in the Admin building failed to withstand long hours without power thus forcing automatic shutdowns of the college's Mail and Internet servers. Other Application servers were also

affected. An emergency meeting was held on December 27, 2022, by key management staff including the Maintenance Director, Comptroller, and IT & Security representatives. The group voted and agreed on the following solutions:

- Replace UPS Battery Backups in the Server Room.
- Borrow CTEC's Automatic Transfer Switch (ATS) to Admin Building's backup generator then order replacements and backups for both CTEC and National

Orders have been shipped, according to vendors.

The IT Office continues in its efforts of maintenance and expansion of systems to accommodate and support mission critical technology functions. All campuses continue usage of their internet services via ADSL, Single Mode Fiber optics and/or T1 technologies depending on location. With financial grant assistance from CaresAct, Satellite uplinks via Kacific Broadband Satellite (KBS) have been used as redundancy for all campuses except Yap, and main uplink for Kosrae Campus.

The college has been awarded a $1.19 million grant to be used for network speed improvements at CTEC, Chuuk, Yap, and FMI campuses and to continue using the KBS services as redundancy. ITO is now working to revise the remaining two years of its current contract with FSMTC to reflect the following new rates.

Campus	Current Rate	New Rate
CTEC	100 Mbps	200 Mbps
Yap	100 Mbps	200 Mbps
Chuuk	100 Mbps	200 Mbps
FMI	5 Mbps	100 Mbps

Instructional Support Equipment
Campuses have received their new SMARTBoard equipment. Most campuses have already installed their SMARTBoards in designated locations including classrooms, computer labs, conference rooms, etc.
- National: 30
- CTEC: 26
- Yap: 10
- FMI: 6
- Kosrae: 8
- Chuuk: 12

Computer Labs
All computer labs are equipped with new computers and SMARTBoards at all campuses except National campus Business Computer. The lab required special hardware therefore needed a different RFQ. The bidding was closed and PPMO is currently working on a contract for the winning bidder.

Student Database, Student Information System (SIS)
SIS functionality is functional. IT continues to work with Office of Admissions Records and Retention (OARR) and Instructional for further reporting modifications and capabilities. SIS data synchronization with Canvas portal has been functional. Instructional and Student records are automatically pushed to Canvas.

Email

ITO is still promoting the use of our new EDU email, with the hope of transitioning to the new email by Summer 2023. A Google Alias domain has been created and tested for such purposes. ITO is targeting the transition when there is less user/traffic.

HelpDesk

ITO staff continue to respond to trouble reports and/or issues through the HelpDesk portal. It has been a goal of this office to respond to a ticket no later than 24 hours. Click on the link below for a detailed report of tickets received from November 2022 to March 2023.
HelpDesk Report

Office of Institutional Effectiveness

Integrated Postsecondary Education Data System (IPEDS) 2022-2023

The IPEDS components for AY 2022-2023 are still in progress. With assistance from Financial Aid Office (FAO), Business Office, Human Resources Office (HRO), Office of Admissions, Record and Retention (OARR) and Learning Resources Center (LRC) the IPEDS data collection for calendar year 2022-2023 is expected to completed by March 29, 2023. Fall and Winter surveys were successfully completed and submitted prior to the deadline.

IPEDS 2022-2023

Fall Collection (Completed)	Winter Collection (Completed)	Spring Collection (In progress)
• Institutional Characteristics • Completions • 12-month Enrollment	• Student Financial Aid • Graduation Rates • Outcome Measures	• Fall Enrollment • Finance • Human Resources • Academic Libraries
Closed Oct 19 2022	**Closed Feb 8 2023**	**Will close Apr 5 2023**

Community College of Student Engagement (CCSSE)

This spring, the College of Micronesia-FSM is participating in the CCSSE, a national survey of institutional practices and student behaviors during the spring term. An initiative of CCCSE at The University of Texas at Austin. CCSSE results will help us better understand our students' college experiences.

College of Micronesia-FSM

Access Codes Distributed to College: 1012

Reached End of the Survey: 88

Ineligible Due to Age: 1

Last updated 3/22/23 12:58 PM.

As of March 22, 2023, only 88 out of 1012 or 9% of the randomly selected students have completed the survey. OIE will work with campus

ICs in strategizing ways to have students fill out the survey. The survey will end on May 10, 2023.

Data Requests
From November 1, 2022 to March 23, 2023, OIE assisted the college community in providing data such as TracDat queries, Charts/Tables, and surveys.

Data request as of March 2023

Data requests	
TracDat queries queries include login information, assisting faculty and staff with data entry, etc.	29
Charts/Tables Semester Summary Reports, Course completion, Persistence, Graduation, Program Data Sheets, etc.	20
Surveys SurveyMonkey, CCSSE, etc.	10

Publications & Graphics

Highlights:
The office of Publications and Graphics is pleased to announce the publication of "The Right Choice", a 32-page pamphlet specifically designed to be disseminated to high school seniors and their parents with the aim of showcasing why the College of Micronesia-FSM (COM-FSM) is the ideal choice for higher education. This publication features informative articles contributed by the college's esteemed faculty and staff, which effectively highlight the college's mission and values.

VIDEOS Production

Meet COM-FSM's New President Dr. Theresa Koroivulaono
https://www.youtube.com/watch?v=sGNJDJWi2WA

[CFE] Hydroponics Greenhouse Planting Procedure
https://www.youtube.com/watch?v=KMc2Na9ahMg

PUBLICATIONS
5 KPRESS Ads
Kpress Vol13 Issue 5
Kpress Vol23 Issue 6
Kpress Vol23 Issue 7
Kpress Vol23 Issue 8