

Institutional Effectiveness & Quality Assurance

Mission

Institutional Effectiveness & Quality Assurance assesses and supports the capacity and extent to which the college fulfills and maintains its mission; while fostering and embedding a college culture of sustainable continuous quality improvement and collaboration at all institutional levels. Leadership and guidance are provided to the college community to ensure accountability as accreditation and regulatory standards are understood and met, and/or exceeded at all times. At the core of effectiveness and ongoing quality improvement is a focus on student learning and student success.

Goals

- Lead, monitor, evaluate, and implement all college planning processes with broad-based participation and robust, self-reflective constituent dialogue leading to a learning-centered community college.
- Lead, coordinate, and document systematic, ongoing assessment of all programs and student learning outcomes to inform changes necessary towards improving student learning.
- Generate comprehensive reports and communicate results of ongoing institutional assessments to inspire self-reflective constituent dialogue and ongoing quality improvement across the college.
- Develop and promote frameworks for research at all levels of the college.
- Communicate documented assessment results with quality assurance issues to relevant constituents to assure quality is maintained.
- Support institutional decision-making by providing timely quantitative and qualitative data to inform planning processes.
- Promote development of an evidence-based decision making culture for the college.
- Promote and enhance a college culture of collaboration.
- Ensure, through planning processes, institutional resources are allocated to support student learning.
- Lead and guide the college community to ensure accreditation eligibility requirements and standards are met and/or exceeded.
- Support student learning by providing quality IT services to students and the college community.
- Support institutional data through development and maintenance of a secure Student Information System (SIS) and integration of institutional support software.
- Establish and maintain effective communication and partnerships with community organizations, government agencies, state departments of education, and other entities involved with COM-FSM programs and services, as it relates to accreditation and quality assurance.
- Promote an informed community.

Institutional Effectiveness & Quality Assurance Office

Invest in and build a strong capacity in human capital

Strategic Plan Goal 4.2: Support professional development that builds upon organizational and leadership capacity by addressing identified capacity needs.

- VPIEQA graduated from the American Association of Community Colleges ([AACCC](#)) John E. Rouche [Future Leaders Institute](#) (FLI) on 26 June 2014.
- VPIEQA graduated from the Higher Education Resource Services ([HERS](#)) Denver Summer Institute on 02 August 2014.
- The Assessment Coordinator and Assistant Accreditation Liaison Officer (ACAALO) conducted three writing workshops for Program Assessment Summaries (PASs). These workshops were

designed to provide training to faculty responsible for writing the PASs.

http://wiki.comfsm.fm/@api/deki/files/3259/=PAS_Training_survey_results.pdf

- In order to build capacity and become a learning organization the ACAALO attended the first of three sessions of the Assessment Leadership Academy (ALA) in Oakland, California from June 2-7, 2014. http://wiki.comfsm.fm/@api/deki/files/3260/=ACAALO_trip_report_ALA.pdf
- ACAALO was awarded the Presidential Scholarship to attend the Data and Decision Academy hosted by the Association for Institutional Research for *Introduction to Learning Outcomes* and *Foundations of Data Management*. The academy is online and conducted from June 9-September 22, 2014.
- ITO and IRPO were tasked with developing professional development plans for their personnel for FY 2014-2015.

Information Technology Office

IEMP ITO Performance: Information Technology

Outcome	Strategies/Action Steps	Timeline	KPI Target FY 2014	Current Performance or Actual	Notes towards improving performance below targets
TP1: To deliver effective technology services to support college services	TP1.1 Maintenance and expansion of systems to accommodate and support mission critical technology functions.	Continuous	Bandwidth Improvements to meet higher needs of mission critical COM-FSM services	All Campuses continue usage of their internet services via ADSL, Single Mode Fiber optics and/or T1 technologies depending on location. Satellite uplinks via PACNET remain incorporated into main campus links in case of emergency and unexpected cutoff. Upgrades to the SIS are complete to allow for better reporting to the expectations of the NCHM. More changes are expected for additional reporting needs requested by	

				<p>consultants, IRPO and OAR offices respectively.</p> <p>Early registration inclusive of online registration for fall semester was successful, the SIS system functioned well and as expected.</p>	
<p>TP2: Enhance physical infrastructure to support communication and information services</p>	<p>TP2.3: Purchase technology refresh for computer labs based on schedule, funds permitting, inclusive of all technology needs to match curriculum and associated technology needs.</p>	<p>Continuous</p>	<p>Student networks and computer lab equipment refreshed based on 2 year cycle and functional to meet curriculum needs and technology standards.</p>	<p>Purchase of student support technology in computer labs and in support of networks for those labs continues on schedule. Post summer session, new equipment will be in place in one existing National campus computer lab.</p> <p>Technology fee funds were spent for the lab refresh. Retired lab equipment will be dealt with according to COM-FSM's board approved technology policy and procedures.</p> <p>Summer session adsl connectivity was also provided in the SBDC computer lab for use by students at the Pohnpei campus. Future connectivity there will be as needed.</p>	

ACCJC Standards/IEMP	Work completed and evidence
<p>1B5 - The institution assesses accomplishment of its mission through program review and evaluation of goals and objectives, student learning outcomes, and student achievement. Quantitative and qualitative data are disaggregated for analysis by program type and mode of delivery.</p>	<p>Planning</p> <ul style="list-style-type: none"> • Meetings/Sessions <ul style="list-style-type: none"> ○ Meetings/sessions occurred during (May to July) reporting period. <ul style="list-style-type: none"> ▪ TracDat sessions ▪ Program Prioritization sessions ▪ 3 day Management workshop
<p>1B1 - The institution demonstrates a sustained, substantive and collegial dialog about student outcomes, student equity academic quality, institutional effectiveness, and continuous improvement of student learning and achievement.</p>	<p>Research</p> <p>Surveys prepared and conducted</p> <ul style="list-style-type: none"> • Spring Graduate Exit Survey <ul style="list-style-type: none"> ▪ The full survey report will be published when available • AY2013-14 Employer Survey-(Ongoing) - Updates <ul style="list-style-type: none"> ▪ IRPO generated a list of graduates (AY2009-10 to AY2012-13) and involved the state campuses and faculty members to assist in determining data needed to initiate the AY2013-14 Employer Survey. June 2014, IRPO received data from state campuses and faculty members; however, data gaps exist for graduates. <ul style="list-style-type: none"> • Improvement plan: IRPO prepared a survey/questionnaire for COM-FSM graduates to update their contact information and stay connected with the college. The survey/questionnaire will be posted on the COM-FSM Alumni Facebook page and COM-FSM website once reviewed and finalized. • Spring 2014 Community College Survey for Student Engagement (CCSSE) completed <ul style="list-style-type: none"> ▪ All surveys were returned to IRPO for review and preparation for mailing to CCSSE headquarters in Austin, Texas. All CCSSE surveys were finalized and mailed to CCSSE headquarters in Austin, Texas April 2014. • Student’s Major Satisfaction Survey - there were 378 respondents out of 1176 students solicited by email (32% response rate). Survey reports are available on the IRPO website. <ul style="list-style-type: none"> ▪ Improvement plan: IRPO will apply more productive strategies for collecting data, such as working directly with students, to increase student access and interest in completing the survey.

	<ul style="list-style-type: none"> • Data requests <ul style="list-style-type: none"> • 12 requests fulfilled
<p>AP1.4 - Enhance delivery of technical, workforce and short term training through developing standardized procedures across all campuses, development of SLOs for each training, enhance stakeholder management for workforce and short term training</p> <p>and/or</p> <p>SP4.2 - Support professional development that builds upon organizational and leadership capacity</p>	<p>Assessment Trainings</p> <p>3 day Management workshop</p> <ul style="list-style-type: none"> • FSM management training by consultant Dr. Watson of Watson Training and Development Company based in Guam. IRPO Director was identified by VPIEQA as a participant of the three day workshop scheduled on April 8-10, 2014. The workshop was held at the MITC rooms and the FSM-China Friendship Sports Center practice gym. Topics were focused on: <ul style="list-style-type: none"> • Managing Employee Performance (MEP) <ul style="list-style-type: none"> ▪ Setting and communication performance expectations ▪ Deciding how to handle performance problems • Leadership Series <ul style="list-style-type: none"> ▪ Improving employee work habits ▪ The three day workshop <p>TracDat</p> <ul style="list-style-type: none"> • IRPO conducted trainings, working sessions with requesting offices (non-academic). Trainings included assisting, tracking, and maintaining data inputting process. The requesting offices were: <ul style="list-style-type: none"> • VPAS • Pohnpei Campus • IT Office • CRE • <i>GoToMeeting</i> session with CRE’s State Cooperative Extension Service (CES) and Agriculture Experiment Stations (AES).
<p>AP1.3 - Prepare yearly data driven “college-wide master schedule” for strategic scheduling of the upcoming year based on SIS and other data on programs, stakeholder and continuing student needs.</p>	<p>Data and Reporting</p> <p>Program Prioritization</p> <ul style="list-style-type: none"> • IRPO joined the program prioritization working group in preparation, development, and rating of the programs using the program prioritization rating chart. <ul style="list-style-type: none"> • Assist in preparation of the program prioritization review chart and teams assigned to the program prioritization process. <ul style="list-style-type: none"> ▪ Programs were reviewed by teams. The

program rating has been ongoing and results will be available when all processes and team assignments are completed.

Quarterly Report

- Quarterly Report
 - FY2014 second *Quarterly Performance Reports* prepared. Submitted approved report to FSM President's Office and SBOC Office on Wednesday, April 29, 2014. Reports are published on the [IRPO website](#)
- Data files
 - Prepared and published the following data:
 - [Spring 2014 Semester Data Summary](#)
 - [Summer 2014 Semester Data Summary](#)