Department for Institutional Effectiveness and Quality Assurance: BOR Report

16JAN-22FEB 2013

Frankie's IEQA Report

- SLO report (already submitted draft)
- SP summary
- Combined Midterm and Follow Up Report Draft

Information Technology

IT continues to work toward improving the overall COM-FSM technology system.

Networks

Networks: IT is actively pursuing potential options to make existing networks faster and therefore services we offer more effective. Talks continue with our primary internet service provider for changes to the National campus link speed, the Pohnpei campus link type, the Kosrae campus link type, the Chuuk campus link type and the Yap campus link type. We are close to agreeing to the new terms, and details have been shared with relevant leadership at the College. As it stands now, after all is in place, Yap, Chuuk and Kosrae campuses will terminate usage of T1 lines and switch primary connections for internet services to DSL a type link at rates of 1537/768 kbps each. Pohnpei campus will also switch to a DSL link also at 1537/768 kbps but their T1 utilization will remain for overhead and local connection needs for e-mail and SIS. FMI campus will retain their T1 link to Yap campus as their primary internet service line. The link type change is to take advantage of DSL type technologies recently made available at these locations: DSL type technologies are better able to handle noisy copper lines used by our service provider that may reduce link speed in some cases. Negotiations continue for price details of a second DSL type connection at a lower data rate for Yap, Chuuk and Kosrae campuses for VoIP traffic only, in order to separate it from other internet traffic for improved throughput of data over the connection. Current internet speeds for Yap, Chuuk and Kosrae campuses over T1 lines are at 1024 kbps asymmetric. In conjunction to these changes and necessary to be able to make use of these changes, IT has been purchasing more smart switches to be able to better control capabilities on existing networks. Cost for the changes are currently estimated to be approximately $2000 more per month compared to the service contract.

Details of the current internet service contract:

Attachment A – Service Charges

One Time Installation Fee
1. Fiber Optic Cable installation from FSMTC Palikir
Exchange to COM Palikir Campus $17,719.00
2. Equipment installation for 75Mbps of IP connectivity at
the COM Palikir Campus $24,628.46
Total Installation Fee $42,347.46
Monthly Recurring Service Charges
1. 7Mbps (50% CIR) of Internet via Fiber Optic at COM-FSM Palikir $7,759.80
2. 4 wire (2-pair) leased circuit per month (one-year minimum).

($2.50/first ½ mile/pair, $0.75/additional ¼ mile/pair)
a. From **COM-FSM Chuuk, Moen** to FSM Telecom, Moen N/C
b. From **COM-FSM Yap, Colonia** to FSM Telecom, Colonia N/C
c. From **COM-FSM Kosrae, Tofol** to FSM Telecom, Tofol N/C
3. Internet IP Router(s) to be located at the following:
a. COM-FSM Palikir N/C
b. COM-FSM Chuuk, Moen N/C
c. COM-FSM Yap, Colonia N/C
d. COM-FSM Kosrae, Tofol N/C
4. 1024kbps Global T1-Basic Symmetric Leased Line Service, Moen $2,546.00
5. 1024kbps Global T1-Basic Symmetric Leased Line Service, Colonia $2,546.00
6. 1024kbps Global T1-Basic Symmetric Leased Line Service, Tofol $2,546.00
7. Dedicated peer to peer link between COM-FSM National Campus
and COM-FSM Pohnpei Campus $72.00
8. Dedicated peer to peer link between COM-FSM Yap Campus and
the Yap Maritime Academy $72.00
9. Domain Name Server Registration for comfsm.fm domain $8.00
10. Public Static IP /29 (1 each @ $80 each/month) $80.00

TOTAL FIXED MONTHLY RECURRING CHARGES $15,621.80

Wireless expansion project

Wireless expansion project update: All pilot project sites are functioning well. COM-FSM's wireless network community continues to grow. Our tracking data shows students and staff alike are increasingly making use of our wireless option for their network needs. IT continues to focus on wireless network security and expansion of wireless network hotspots at all locations where this pilot project has been successfully implemented. COM-FSM's Wireless network security that is currently in place allows us to limit maximum bandwidth usage per user, limitation of non-sanctioned bandwidth usage per user, authentication of authorized users, time limits for authorized users, and malicious code blockage. (in case a users device has a virus trying to infect the rest of our network). Currently, explorations into more permanent industrial size antennas for mounting WiFi equipment are being considered for all sites.

Electronic Information Panel Project

Electronic **I**nformation **P**anel **P**roject: This effort included first steps on tasks identified in SIS Phase III, so far the units that are up and functional have received good reviews and seem to be functioning well as an information sharing medium. The panel incorporates data from the Campus News forms sourced in the SIS backend database. Work done by IT has allowed for DCR as well as trained campus representatives at

each campus to be able to supply news and information for dissemination to their students through the myShark website portal and these Information Panels.

*The panels display class schedule, current time, and pictures and live COM-FSM news postings inclusive of emergency information.

WebSite

WebSite improvements efforts continue. IT continues collaboration efforts different units to accommodate website updates and relevancy. The effort is to further improve the website by improving the speed and accuracy of news content from our sites to their constituents as well as to a broader audience.   The website CMS setup is functioning as designed, the college is currently running the COM-FSM website on drupal version 6. We still are not able to go up to version 7 because the PHP version used on the www server is at 5.1, drupal 7 requires PHP 5.2 or higher. Upgrading to PHP 5.2 breaks our current webmail application, but we appear to have overcome that obstacle and are preparing to make changes to our hardware and software we use for webmail in order to accommodate the change. Because of some very affective research and testing, we averting having to make a costly change our webmail client by making some important changes to our existing setup.+
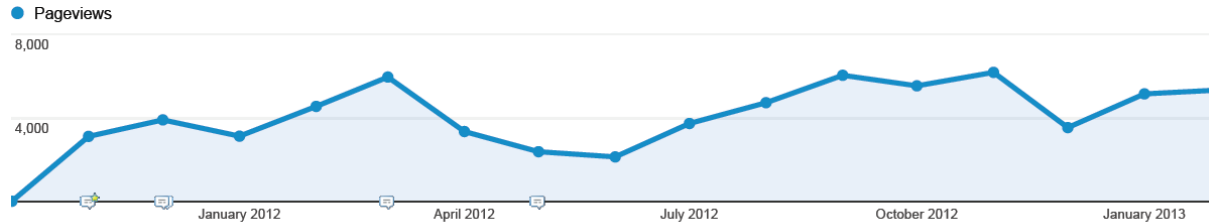
Google Analytics Report

The COM-FSM news feeds are up in readership as trending demonstrates beginning from November 01, 2011 to February 20, 2013. Within that time period a total of 1,881,603 page views occurred on the college's website, where 3.65% (68,734) of those page views were on the news feeds. Beginning August 2012 to date, the page views per month averaged close to 5,000. The month of November 2012 logged the most page views ever at a total of 6,183 views. The periods between semesters see a decline in readership, but regains upward momentum as school begins. President Daisy's Investiture Address remains the top viewed news item at 674 page views since it was posted in February of 2012. Second to that would be the announcement of his appointment as president.

Pages

Oct 1, 2011 - Feb 20, 2013

% of pageviews: 100.00%

Explorer

Site Usage

● Pageviews

Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
68,734	**63,572**	**00:03:31**	**12,196**	**63.85%**	**40.66%**	**$0.00**
% of Total: 3.65%	% of Total: 5.32%	Site Avg: 00:03:22	% of Total: 1.54%	Site Avg: 49.05%	Site Avg: 42.05%	% of Total: 0.00%
(1,881,603)	(1,196,061)	(4.41%)	(791,287)	(30.17%)	(-3.31%)	($0.00)

▼ This data was filtered with the following filter expression: **/myShark/news/**

	Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
1.	/myShark/news/item=144/mod=00:58:20	**674**	630	00:05:37	163	81.60%	60.98%	$0.0
2.	/myShark/news/item=143/mod=03:06:29	**609**	534	00:03:08	43	27.91%	39.74%	$0.0
3.	/myShark/news/item=309/mod=03:20:26	**587**	562	00:03:11	80	61.25%	36.80%	$0.0
4.	/myShark/news/item=180/mod=23:06:13	**556**	519	00:03:08	68	54.41%	35.25%	$0.0
5.	/myShark/news/item=123/mod=04:44:42	**489**	406	00:05:32	27	51.85%	43.76%	$0.0
6.	/myShark/news/item=119/mod=01:51:05	**488**	447	00:03:33	71	59.15%	43.24%	$0.0
7.	/myShark/news/item=147/mod=19:56:20	**481**	456	00:05:28	95	71.58%	54.47%	$0.0
8.	/myShark/news/item=125/mod=01:36:25	**465**	419	00:03:43	117	62.39%	50.11%	$0.0
9.	/myShark/news/item=198/mod=21:02:15	**434**	362	00:04:51	111	68.47%	53.46%	$0.0
10.	/myShark/news/item=169/mod=00:46:37	**392**	361	00:03:40	173	59.54%	53.83%	$0.0

Rows 1 - 10 of 2081

SIS Developments

SIS Developments: The progress on work towards the goals of the COM-FSM SIS phase III contract continues. As mentioned in the accreditation report, the SIS is a step in the right direction and has allowed for many positives for the COM-FSM, but they encourage us to continue the efforts. The Developer will be visiting onsite in April of 2013. The visit will be to implement major changes in software to the base Database code for the SIS, therefore much is on hold awaiting the visit.

As per the terms of the contract no. ct11-0459/enc11.0401 and as specified in the details of the SIS phase III contract, the following is an update of work done so far:

1. The Migration of the MySQL database server to new faster hardware is now 100% complete. The previous system has been switched off; the full migration was a big task and was successful.

2. Campus-managed announcement and news items for display in the COM-FSM myShark portal and other locations such as the COM-FSM web site and information panels is progressing on schedule. 99% complete but not in production yet.

3. Online Registration efforts continue.
    - Implementation planning (procedural changes and policy development) 50%
    - Software development 40%

4. E-Mail distribution by campus or other grouping work is 90% complete, currently stalled
    - To be used for sending emergency notices or other high-priority messages

5. Course schedule planning and projection (work in progress)

6. Wait-listing capabilities (work in progress)
    - Implementation planning (procedural change and policy development)
    - Software development to follow

IT successfully completed trainings for faculty regarding specific communications best practices and options available to them for space on the COM-FSM web server for academic purposes to host content for their students.

Office of Research & Planning

<u>**Planning**</u>
- **Prioritization of nonacademic programs**
  - Nonacademic programs review process
    - Coordinated establishment of rating criteria
    - Conducted calibration workshop of working group using the rating criteria to establish common views of the rating criteria
    - Coordinated establishment of 5 rating working groups and distributed materials via Google drive
  - Timeline
    - 2/25/2013 Deadline for submission of program ratings by rating working groups
    - 2/28/2013 Deadline for submission of non academic program prioritization report
- **Integrated Educational Master Plan**
  - Provided data for program narrative
  - Provided write up for External Trends facing the college

<u>**Research**</u>
- **IPEDS**
  - Winter Data Collection surveys completed and located. Surveys focused on financial aid.
- **Community College Survey of Student Engagement (CCSSE) and Community College Faculty Survey of Student Engagement (CCFSSE)**
  - Coordinated college registration and initial preparation for participation in CCSSE and CCFSSE in spring 2013 including review of webinar and initial meeting with survey administrators
    - Note: CCSSE and CCFSSE are US national surveys of student engagement and will allow comparison of COM-FSM with community colleges across the US. Both CCSSE and CCFSSE will be administered in spring semester 2013. Results will be available in summer 2013.
  - Provided Course Master Data File (CMDF) to CCSSE as the basis for sampling by CCSSE of courses where the survey will be administered.
    - Note: CCSSE and CCFSSE will provide the college with information on what is happening in the classroom, comparison of perceptions of students and faculty regarding what is happening, and comparisons with other community colleges.

<u>**Assessment**</u>
- **Assessment Coordinator**
  - Ad hoc committee established and initial review of applicants completed for the assessment coordinator position

- ○ Interview will be completed during the week of February 25, 2013 with recommendations prepared
- **Tracdat**
  - ○ All required payments were made and paper documents reviewed and signed by Nuventive and the College President.
  - ○ Initial trainings were held with TracDat representatives on the overview of the system and population of information into the TracDat system for the college
  - ○ Working group has begin the process of information entry into the TracDat. Completed to data:
    - ■ Programs listing
    - ■ Courses listing
    - ■ Transfer of sample program information for Academic Year 2012/2013 for review and training purposes
  - ○ Initial training to the college community on TracDat will be provided during the national campus Professional Development Day (2/22/2013)

Data and Reporting
- **Quarterly Report**
  - ○ First quarter 2013 Quarterly Report prepared and submitted

- **Spring Semester 2013**
  - ○ Initial Data prepared and placed on college website and transmitted to appropriate staff and committees
  - ○ Highlights posted on college website

Others
- **Impact on continuous improvement**
  - ○ Director participated in the Society for College and University Planning (SCUP) Planning Institute Step III on Integrated Planning: Working with relationship Realities.
  - ○ Director met with Guam Community College (GCC) regarding realities of TracDat implementation and areas of special importance

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Joe's ODCR Report (1-2 pages)
1. Communications:
   - ○ Internal
     - i. Provide coverage for the following events:
       1. Visit to National Campus by Reitaku University Students

ii. Posted the following announcements/ news stories:
1. Rotary Fun Walk/Run
   (http://www.comfsm.fm/myShark/news/item=418/mod=03:38:20)
2. Did you know...
   (http://www.comfsm.fm/myShark/news/item=425/mod=03:38:20)
3. Student awareness of student learning outcomes
   (http://www.comfsm.fm/myShark/news/item=427/mod=03:38:20)
4. FMI Campus Obtains 100% Completion of the Accreditation
   Online Basics Course
   (http://www.comfsm.fm/myShark/news/item=431/mod=03:38:20)
5. [Announcement] Nominations for ACCJC Commissioners
   (http://www.comfsm.fm/myShark/news/item=433/mod=03:38:20)
6. Accreditation Honor Roll
   (http://www.comfsm.fm/myShark/news/item=434/mod=03:38:20)
7. Did you also know...
   (http://www.comfsm.fm/myShark/news/item=435/mod=03:38
   :20)
8. [Announcement] Staff Development Day for National
   Campus(http://www.comfsm.fm/myShark/news/item=449/mod=04:
   11:00)
9.

iii. Edited and posted the following announcements/ news stories:
1. Board Issues Actions and Directives after January Meeting
   (http://www.comfsm.fm/myShark/news/item=411/mod=03:38:20)
2. COM-FSM Board of Regents Holds Community Meeting in
   Pohnpei
   (http://www.comfsm.fm/myShark/news/item=416/mod=03:38:20)
3. [Announcement] Pohnpei All Campus Meeting
   (http://www.comfsm.fm/myShark/news/item=417/mod=03:38:20)
4. [Announcement] New Generator Testing at National Campus
   Today (http://www.comfsm.fm/myShark/news/item=419/mod=03:38:20)
5. Kosrae Campus Holds Financial Aid Workshop for Students
   (http://www.comfsm.fm/myShark/news/item=422/mod=03:38:20)
6. [Announcement] Pohnpei Campus COMET Schedule
   (http://www.comfsm.fm/myShark/news/item=423/mod=03:38:20)
7. Yap Campus Welcomes Students for Spring 2013
   (http://www.comfsm.fm/myShark/news/item=424/mod=03:38:20)
8. Forum Lecture: How Important the Postal Service is to our Nation
   (http://www.comfsm.fm/myShark/news/item=428/mod=03:38:20)
9. ETSP Spelling Bee winners to compete in Pohnpei spelling
   contest
   (http://www.comfsm.fm/myShark/news/item=429/mod=03:38:20)

10. Chuuk Campus LRC conducts training for students
    (http://www.comfsm.fm/myShark/news/item=432/mod=03:38:20)
11. CIS Program produces its own club
    (http://www.comfsm.fm/myShark/news/item=436/mod=03:38:20)
12. WCPFC donates computers to college's CIS program
    (http://www.comfsm.fm/myShark/news/item=437/mod=03:38:20)
13. College presents journeyman certificates to Telecom employees
    (http://www.comfsm.fm/myShark/news/item=441/mod=03:38:20)
14. Report on January 9-11, 2013, Commission Meeting
    (http://www.comfsm.fm/myShark/news/item=445/mod=03:38:20)
15. President's Message to the Community
    (http://www.comfsm.fm/myShark/news/item=446/mod=03:38:20)
16. [Announcement] U.S. Army Recruiter to Visit National Campus
    (http://www.comfsm.fm/myShark/news/item=450/mod=04:11:00)
17. [Announcement] All Campus Meeting
    (http://www.comfsm.fm/myShark/news/item=451/mod=04:11:00)
18. BYTE inducts new officers, holds welcoming party
    (http://www.comfsm.fm/myShark/news/item=453/mod=04:11:00)
19.

iv. Wrote, edited and posted the following announcements/ news stories:

1. Educational Talent Search Program Spelling Bee
   (http://www.comfsm.fm/myShark/news/item=412/mod=03:38:20)
2. Front Parking Lot to Reopen on January 22nd
   (http://www.comfsm.fm/myShark/news/item=413/mod=03:38:20)
3. IREI Donates Instructional Materials to COM-FSM Library
   (http://www.comfsm.fm/myShark/news/item=414/mod=03:38:20)
4. Students Hopeful as Spring Semester Begins
   (http://www.comfsm.fm/myShark/news/item=415/mod=03:38:20)
5. President Daisy Accepts Certificate for Chinese Carpet Donation
   (http://www.comfsm.fm/myShark/news/item=420/mod=03:38:20)
6. President Daisy Attends Solar Project Handover Ceremony at
   Palikir
   (http://www.comfsm.fm/myShark/news/item=426/mod=03:38:20)
7. SBA holds welcoming party at National Campus
   (http://www.comfsm.fm/myShark/news/item=430/mod=03:38:20)
8. FSM Postmaster General speaks to COM-FSM audience
   (http://www.comfsm.fm/myShark/news/item=438/mod=03:38:20)
9. Awak Elementary School student champion at 2013 Pohnpei
   Spelling Bee
   (http://www.comfsm.fm/myShark/news/item=439/mod=03:38:20)
10. [Announcement] Chuuk Campus Study Skills Workshop
    (http://www.comfsm.fm/myShark/news/item=440/mod=03:38:20)

11. Japan's Reitaku University students visit COM-FSM
(http://www.comfsm.fm/myShark/news/item=442/mod=03:38:20)
12. Quieter generator now providing backup power at National Campus
(http://www.comfsm.fm/myShark/news/item=443/mod=03:38:20)
13. Former CCM President Ballendorf passes away
(http://www.comfsm.fm/myShark/news/item=444/mod=03:38:20)
14. Marketing students test marketing mix skills on Valentine's Day
(http://www.comfsm.fm/myShark/news/item=447/mod=03:38:20)
15. Soccer class now available at National Campus(http://www.comfsm.fm/myShark/news/item=448/mod=04:11:00)
16. Founding Day games underway at National Campus
(http://www.comfsm.fm/myShark/news/item=452/mod=04:11:00)
17.

- External
  i.Organized forum lecture by FSM Postmaster General, Ginger Porter Mida, on February 6, 2013, 1 - 2 pm
  ii.Liaise with FSM President's public information officer and Pohnpei Governor's protocol officer to develop their own systems for sharing information. The long term implication for this is that the improvement of their internal information sharing will boost our efforts to be informed through community updates.

2. Fundraising for Endowment
   - Four work study students were recruited and updating of donor information is continuing.
   - Initiated plans for the college's 20th anniversary celebration which involved input from the college's collaborators. Since the 20th anniversary spans from April 1, 2013 - March 31, 2014, the college will continue with its anniversary celebration planning after June 2013.
3. Alumni Relations
   - Four work study students were recruited and updating of alumni information is ongoing.

4. Other information
   - Revised and updated DCR non academic prioritization and sent to IRPO
   - Attended accreditation workshop at the National Campus on February 5th