

**College of Micronesia – FSM
Minutes Reporting Form**

Meeting Group:	Institutional Effectiveness and Quality Assurance
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Date: 22 AUGUST 2013	Time: 1100	Location:
		President’s Conference Room COM-FSM National Campus Palikir, Pohnpei, FSM

Members Present:				
Titles/Representative	Name	Present	Absent	Remarks
VP-IEQA	Frankie Harriss	✓		
Director, IT	Gordon Segal	✓		<i>Arrived at 1125</i>
Director, IRPO	Jimmy Hicks	✓		
Assessment Coordinator & Assistant ALO	Ross Perkins	✓		

Additional Attendees:	None
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Agenda:

- I. Minutes
- II. Expectations
- III. IEQA Mission review, modification, & adoption
- IV. IEQA goals review, modification, & adoption
- V. Strategic Plan
- VI. IEMP

Agenda/Major Topics of Discussion:

- I. Minutes
 - a. Minutes were not ready at meeting time and will be emailed for review/approval.
- II. Expectations
 - a. VPIEQA articulated expectations of the IEQA department team:
 - When information is sent via email, text message, or on hardcopy, a confirmation of receipt is expected. When the communication contains a directive or assignment/directive/task, the confirmation should include an acknowledgement of the assignment/directive/task.
 - It is to be understood that ownership and responsibility for follow-up accompanies every assignment/directive/task.
 - If one cannot meet the established deadline for an assignment/directive/task, one must follow up, proactively, to establish an agreed upon extension.
 - Important items of which VPIEQA should be informed are to be communicated in a timely manner to ensure VPIEQA is not surprised by lack of information and knowledge on events/issues/successes.

- Extend all of the above noted professional courtesies to our colleagues and let us model excellent customer service to our colleagues (and students when applicable).
 - Acknowledge receipt of communications from colleagues. When asked for assistance/service, offer a reasonable time from for response, action, and resolution. If you were reached by mistake, or others should be involved in the response, action, and resolution, take the effort to further assist your colleague by putting them in touch with other relevant individuals.
 - When you receive Personnel Actions (PAs), POs, TAs, and other similar documents from state campuses, take the effort to inform the state campus dean that you have received, processed/signed, and passed along the paperwork. If you are not approving, communicate rationale.
 - Be a proactive, positive leader who does not settle for bad situations merely because it is existing policy or, “that is the way we have always done it.” Be a positive change agent seeking improvements in policies and procedures to improve the department and the institution. Do not ignore issues waiting to be tasked or directed.
- b. VPIEQA asked the team to share their expectations. The following were articulated, but VPIEQA welcomed ongoing dialogue on expectations to increase team strength and employee satisfaction.
 - c. Director, IRPO, asked to be kept in the loop pertaining to information relating to his duties and responsibilities. This is especially important towards ability to manage workload and assignments for timely delivery throughout the year.
 - d. Director, IT, any information/ data that comes from software and other IT experiments should be kept in the unit, when requested.
 - e. Assessment Coordinator and Assistant ALO, asked to be kept in the loop pertaining to information relating to his duties and responsibilities, especially since this is a new office.
- III. IEQA Mission review, modification, & adoption
- a. Jimmy Hicks suggested that the last two sentences in the mission statement be switched. This allows the missions statement to end on a stronger note, focusing on *student success*. Changes were made to the Google doc.
 - b. VPIEQA asked the team to consider adding “collaboration” to the mission statement, “...while fostering and embedding a college culture of sustainable continuous quality improvement and *collaboration* at all institutional levels”. VPIEQA posited that research indicates those institutions who score highest on the CCSSE are those with high levels of institutional collaboration. Institutions with high levels of student engagement have added *collaboration* to their mission, conduct activities highlighting collaboration, and specifically allocate resources to support collaboration (Kezar, 2009). Collaboration is important to the success of students and of the college. It was also noted that collaboration was inherent in the nature of the office of the IEQA. Changes made to Google doc.
 - c. All present agreed to the modifications and adopted the new mission statement for the office of IEQA. Four (4) in favor, zero (0) against.
- IV. IEQA goals review, modification, & adoption
- a. The goal relating to fundraising was removed with permission from the president. Changes made to Google doc.
 - b. Director, IRPO suggested an additional goal: *Develop and promote frameworks*

for research at all levels of the college. This goal would allow the college to develop protocols and processes for access to data from the SIS and other sources. Changes made to Google doc.

- c. Director, IRPO suggested, "...leading to a learner-centered community college" should be added to the end of the first goal. This allows the college to move towards non-linear, systemic thinking. Changes made to Google doc.
- d. An additional goal was added by VPIEQA: *Promote and enhance a college culture of collaboration*. All agreed that this was an important aspect of the office of IEQA (see IIIb above).
- e. VPIEQA and Director, ITO suggested that "assessment" should be replaced by "institutional support" software.
 - i. New goal reads as: Support institutional data through development and maintenance of a secure Student Information System (SIS) and integration of ~~assessment~~ institutional support software.
- f. All changes and additions to goals were adopted. Four (4) in favor, zero (0) against.
- g. All changes to mission and goals will be updated on the IEQA webpage.

V. Strategic Plan

- a. IRPO will conduct training for campus deans next month on budget and TracDat during the first week of September.
- b. ITO is currently up-to-date on all projects.
- c. VPIEQA is going to focus on, *evoking an image of quality* and leadership training (capacity building).

VI. IEMP

- a. VPIEQA will hold individual meetings with supervisors to obtain office plans for FY 2014 regarding the strategic plan focus, planning agenda items, and IEMP.

VII. Meeting concluded at 1225.

Comments/Upcoming Meeting Date & Time/Etc.:

- 1. The next IEQA meeting will be scheduled for mid September.

Handouts/Documents Referenced:

IEQA Mission, goals, outcomes Google doc.:

<https://docs.google.com/document/d/1HM5mhRzuGGer063K0rLCFAKVT-G5RuYojMI5nXUNyEA/edit#>

Kezar, A. J., & Lester, J. (2009). *Organizing Higher Education for Collaboration: A Guide for Campus Leaders*. San Francisco: Jossey-Bass.

College Web Site Link: IEQA <http://www.comfsm.fm/?q=ieqa>

IEQA minutes <http://www.comfsm.fm/?q=ieqa-minutes>

Prepared by:	Assessment Coordinator and Assistant ALO	Date Distributed:	29AUG2013
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Approval of Minutes Process & Responses:

- Minutes were circulated by email for review and approval. Approval was affirmed by all four participants 20AUG13.

Summary Decisions/Recommendations/Action Steps/Motions with Timeline & Responsibilities:

- IEQA mission was adopted and approved.
- IEQA goals were modified and approved.
- IEQA personnel are from this point forward held accountable for meeting expectations for VPIEQA, one another, colleagues, and students.

Action by President:

Item #	Approved	Disapproved	Approved with conditions	Comments
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