

**College of Micronesia – FSM**  
**Instructional Affairs**  
**FY 2014 4th Quarter Performance Report[1]**  
*July - September 2014*

**Mission Statement**

Historically diverse, uniquely Micronesian and globally connected, the College of Micronesia-FSM is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.

**Vision**

College of Micronesia-FSM will provide educational opportunities of the highest quality and will embrace the life-long pursuit of knowledge and the enrichment of the diverse Micronesian communities we serve.

**Strategic Directions:**

- *Focus on student success*
- *Emphasize academic offerings in service to national needs*
- *Be financially sound, fiscally responsible, and build resources in anticipation of future needs*
- *Invest in and build a strong capacity in human capital*
- *Become a learning organization through development of a learning culture guided by learning leaders*
- *Evoke an image of quality*

*Focus on student success*

Office	Accomplishments	IEMP #	ACCJC Standard
VPIA	In response to the below 69% course completion rate and high withdrawal rates reported in the 3 <sup>rd</sup> quarter report, all state campuses have implemented stronger tutoring programs. Yap, Chuuk and Kosrae are using the “Pow Wow” approach designed by Yap Campus.		
VPIA	Oral Communication was assessed at the institution level and 95.6% were able to prepare and present a purposeful presentation that was able to increase knowledge, foster understanding or promote change in the listener’s attitudes, values, beliefs, or behaviors as rate by the rubric. Ratings on all criteria were above 2.1. Written communication and skills for life long learning were not assessed in 2013-2014.		
VPIA	Fall-fall retention rate (2013-2014) for new full time students is 59.1% and for all students 57.1%. This is well below the goal of 65%.		
PC	The 20 UB graduating seniors passed into COM-FSM and started fall 2014.		
PC	2 HTM students were assigned to United Air and Seven Stars Inn for practicum hours for fall 2014.		
KSA	12 students graduated Summer 2014.		
YAP/FM I	Math and English courses are now part of the preparation for cadets at FMI. These courses are supplemental to the regular curriculum offered at FMI. The purpose is to improve basic skills so students will be better prepared for the industry certification exams.		

Office	Accomplishments	IEMP #	ACCJC Standard
NC/LRC	The initial phase of KOHA migration has begun for all state campuses and should be completed by end of fall semester. The purpose of KOHA is to create a union catalog of all campus library resources.		

Focus on student success – Measures of success			
<b>Student Performance</b>			
<ul style="list-style-type: none"> <li>Course completion rates (ABCorP) will be at least 69% fall &amp; spring semester 2013/2014.</li> <li>Overall withdrawal rates will be less than 8.3 percent for fall semester 2013 and 9.5 percent for spring semester 2014.</li> <li>General Education Assessment – Course completion rates for EN 120A &amp; 120B for fall 2013 and spring 2014 will be at least 63% for EN 120A &amp; 64% for EN 120B.</li> <li>Institutional Student Learning Outcomes Assessment – students will average at least 2.1 on the American Association of Colleges and Universities Value: Valid Assessment of Undergraduate Education components for Oral Communication, Written Communication and Foundation and skills for life-long learning outcomes rubrics for AY 2013/14.</li> </ul>			
<b>Completion and Transfer</b>			
<ul style="list-style-type: none"> <li>Certificate and degree completion rates for the FY 2013 cohort of new full time students at 150% will be 14.4%, FY 2014 cohort of new full time students at 150% will be 16.4% and FY 2015 cohort of new full time students at 150% will be 18.4%.</li> <li>Performance at transfer institution: To be established in AY 2013/14.</li> </ul>			
<b>Retention and Persistence</b>			
<ul style="list-style-type: none"> <li>Fall-spring persistence rate of will be a minimum of 78% for new full time students cohort in fall 2013 who persist to spring 2014, fall-fall retention rates will be a minimum of 65% for new full time students cohort in fall 2013 who return in fall 2014.</li> </ul>			
<b>Job Market</b>			
<ul style="list-style-type: none"> <li>Career program completer's employment status (within FSM): Baseline data to be established in AY 2013/14.</li> <li>Employer rating: Revised employer survey to be delivered in fall 2013 for establishment of baseline data.</li> <li>Internship experiences: Baseline data to be established in AY 2013/14.</li> </ul>			
<b>Satisfaction and Engagement</b>			
<ul style="list-style-type: none"> <li>CCSSE &amp; CCFSSSE: Targets to be set by September 2013 based on CCSSE and CCFSSSE administered in spring 2013.</li> </ul>			

*Emphasize academic offerings in service to national needs*

Office	Accomplishments	IEMP #	ACCJC Standard
PC	2 HTM students have been placed at United Air and 7 Stars Inn for practicum hours required by the program.		
VPIA	Chuuk, Yap and Kosrae are offering 3 <sup>rd</sup> Year Certificate in Teacher Preparation courses fall 2014.		
CC	19 students are registered for the Certificate in Pre-Nursing and 17 in the Certificate for Basic Public Health		
CC	17 Chuuk High School Students are in the Continuing Technical Education courses.		
VPIA	MOU with Reitaku University was signed for another year. This is the second year students from Reitaku Univ. have visited FSM to research and implement an environmental improvement project in conjunction with students at COM-FSM. The first year result was the change in the way the landfill is managed. This year the students prepared lessons to incorporate in grade 5 of the elementary schools for educating young people on environmental issues. The students will return next year.		
NC	Public Health division chair met with the Pohnpei Chief of Public Health. The chief requested that clinical aspects of health be included in the COM-FSM curriculum. The graduates hired will be given additional training and		

Office	Accomplishments	IEMP #	ACCJC Standard
	the Public Health instructors are revising the Public Health program to include a component for clinical training.		
NC	Articulation agreement with Fiji National University for the Public Health program has been initiated.		

<b>Emphasize academic offerings in service to national needs – Measures of Success</b>			
<b>Articulation and Partnerships</b>			
<ul style="list-style-type: none"> <li>• Articulation agreements: a) One additional articulation agreement will be added annually and b) transcript analysis in summer 2013 will be used to establish baseline data for student transfer to institutions with articulation agreements.</li> <li>• Partnership agreements: a) Two partnership agreements will be added over the period of the strategic plan and b) students' participation in partnership programs.</li> </ul>			
<b>Certification examinations</b>			
<ul style="list-style-type: none"> <li>• Percent of students passing certification examinations based on testing options available in the FSM (Career and Technical Education (CTE) is working to establish the FSM as a testing center for critical CTE certifications).</li> <li>• Percent of graduates passing FSM Teacher Certification (target to be established fall 2013).</li> </ul>			
<b>Training and Opportunities</b>			
<ul style="list-style-type: none"> <li>• Percent increase in training opportunities based on baseline data to be established in summer 2013.</li> <li>• Assessment of impact of training on work performance, based on survey of program participation, meeting training goals within 3 months of conclusion of training. Assessment criteria to be included in training design.</li> </ul>			

*Be financially sound, fiscally responsible, and build resources in anticipation of future needs*

Office	Accomplishments	IEMP #	ACCJC Standard
Yap/FMI	COM-FSM (FMI) signed an MOU with JICA and the Office of the External Affairs to secure replacement equipment and instruments for FMI.		
CC	Chuuk Campus continues to partner with Chuuk DOE for career and technical education. Chuuk campus will receive \$29, 468.40 for this service.		
PC	Pohnpei Campus is the only campus to meet and exceed the fall projected FTE in credits.		
PC	Pohnpei Campus T & T began its automotive servicing center. This center provides students with more hands-on practice in both automotive repair and small business management. The funds are used to enhance the current program.		
PC	The Blue Plate Café, which is operated by the HTM students, continues providing breakfast, lunch and catering services. The students have requested to set up a By Product Account for this program.		

<b>Be financially sound, fiscally responsible, and build resources in anticipation of future needs – Measures of success</b>			
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<p><b>Endowment and Fund balance</b></p> <ul style="list-style-type: none"> <li>• Percent decrease in fund balance per year will not exceed five (5) percent.</li> <li>• Dollar amount and percent change in endowment per year. Target for fundraising is \$50,000 annually. The Friends of the College of Micronesia – FSM foundation is currently being organized and will be setting endowment targets in AY 2013/14.</li> </ul> <p><b>Revenue Sources and Allocations</b></p> <ul style="list-style-type: none"> <li>• Diversity of revenue sources: Target to set summer 2013.</li> </ul>
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*Invest in and build a strong capacity in human capital*

Office	Accomplishments	IEMP #	ACCJC Standard
NC/LRC	Karleen Samuel continues her online bachelor’s program at the University of Maine.		
NC	Sylvia Henry is scheduled to complete her thesis for her master’s in ESL teaching from the School of International Training in Vermont this Dec.		
NC	The nursing and public health faculty met with the AHEC Acting Program Director and Dean of the College of Health Sciences UOG to discuss ways to improve delivery of the nursing courses.		
Yap	Rhoda Velasquez, math professor, attained her PhD in curriculum and instruction at UH, Manoa.		
CC	Campus Dean and IC translated ACCJC Standard IIIB: Physical Resources Standards into Chuukese for the non-English speaking staff to be able to understand and contribute to the writing of the report.		IIIB
KSA	Michael Williams, Meryulyn Livaie, and Maver Jonathan are continuing their enrollment at COM-FSM. Renton Isaac is working on a bachelor’s at Colorado State University-Global Campus. Hiroki Noda was accepted to CSU-Global Campus.		
PC	Twyla Poll, fiscal officer, attended the Association of Pacific Island Public Auditors conference in American Samoa from August 25-29, 2014. Leyolany Anson attended the Grants Fiscal Management training at National Campus sponsored by AHEC from August 26-27, 2014. Joyce Roby attended the ADB sponsored workshop on the National Tourism Framework Inception at Yvonne’s Conference Room.		

<b>Invest in and build a strong capacity in human capital – Measures of success</b>
<p><b>Credentialing</b></p> <ul style="list-style-type: none"> <li>• Tracking of faculty and staff credentials based on aspirational credentialing to be set by September 2013</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Percent allocation of professional development funds against prioritized capacity development needs based on prioritized to be established summer 2013.</li> <li>• Impact of professional development on work performance based on employee and supervisors survey within three (3) months of completion.</li> </ul>

*Become a learning organization through development of a learning culture guided by learning leaders*

Office	Accomplishments	IEMP #	ACCJC Standard
VPIA	All campuses have active SBAs and student participation on committees.		
VPIA	All state campuses continue community meetings monthly.		
VPIA	Faculty members continue to chair committees and be active participants.		
KSA	Kosrae Campus has re-organized the administrative structure by converting the IC position to Coordinator-Developmental Education (CDEP) and expanding the Dean's duties. CDEP is a 12-month faculty position and responsible for all developmental programs, assessment and program review with a system wide coordinating role for ACE courses. Campus Dean takes care of vocation education and courses above 100 level.		

**Become a learning organization through development of a learning culture guided by learning leaders  
– Measures of success**

**Learning Organization**

- Assessment of the college as a learning organization centered on Peter Senge's Five Disciplines: Systems thinking, Personal mastery, Mental models, Building shared vision, and Team learning. Assessment to be based on evidence generated by the governance structure: committee and team minutes, policy assessment, and program reviews, etc.: Baseline data to be established using a learning organization survey in September 2013.
- Examine organizational culture and organizational leaders for evidence of "proactivity, commitment to learning to learn, positive assumptions about human nature, belief that the environment can be managed, commitment to truth through pragmatism and inquiry, positive orientation toward the future, commitment to full and open task-relevant communication, commitment to cultural diversity, commitment to systemic thinking, and believe that cultural analysis is a valid set of lenses for understanding and improving the world" (Schein, 2010).

**Communications**

- CCSSE and CCFSSSE analysis: Targets to be set by September 2013 based on CCSSE and CCFSSSE administered in spring 2013.

**Policies**

- One hundred (100%) percent of policies to be reviewed and updated by 2016.
- Percent of policies assessed as per policy assessment cycle (95%)

*Evoked an image of quality*

Office	Accomplishments	IEMP #	ACCJC Standard
CC	The FSM Congress has confirmed Mr. Roger Arnold, a COM-FSM Chuuk Campus faculty member, as a member of NORMA.		
CC	Meseiset Newsletter continues to produce monthly issues. Issues are available at <a href="http://www.comfsm.fm/?q=publications">http://www.comfsm.fm/?q=publications</a> .		
CC	Business professor Roger Arnold participated in a workshop held in South Korea Incheon on Sustainable Development through the United Nation Office of Sustainable Development representing the entire FSM Nation.		

**Evoked an image of quality – Measures of success**

**Internal**

- Recognition of excellence awards annually.
- Accreditation reaffirmation

**External**

- Alumni and employer survey: Surveys to be revised based on strategic plan and administered in fall 2013 to set baseline data.
- Survey of FSM political and traditional leadership on perceptions of the college: Baseline data to be set fall 2013.

## *Department Response to Self-Identified Issues: Planning Agendas*

Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
IA	<p>The college will improve its ability to demonstrate that all instructional programs meet the mission of the college and needs of the students by:</p> <ul style="list-style-type: none"> <li>• Including surveys or questions of student engagement in the overall student satisfaction survey to help identify appropriate instructional strategies.</li> <li>• Having the curriculum committee conduct semester review and evaluation of effective instructional strategies and by a) providing an annual update of the IAP Handbook with appropriate instructional strategies and b) providing training during the annual staff development day and in other venues.</li> <li>• Evaluation of the program review and assessment recommendations by the Curriculum Committee to ensure appropriate implementation for positive impact on student learning.</li> </ul>	IIA1a-c (1 of 1)	
IA	As per the Policy on Continuous Improvement Cycle, the policies and procedures for the design, approval, administering, delivery, and evaluation of courses and programs will be evaluated.	IIA2a (1 of 1)	
IA	<p>The college will improve its tracking of the current competency levels required of its graduates by:</p> <ul style="list-style-type: none"> <li>• Developing processes and procedures for the use of</li> </ul>	IIA2b (1 of 1)	

Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
	<p>advisory committees and their evaluation.</p> <ul style="list-style-type: none"> <li>• Improving the dissemination of research findings and information from employer surveys.</li> <li>• Using other modes of obtaining information on current and future competency requirements.</li> </ul>		
IA	The college will develop a prioritized listing of programs and course outlines for review that includes the sequencing of reviews and identification of responsible authors.	IIA2c (1 of 1)	
IA	The college will formalize its review, discussion, and dialogue on delivery modes and teaching methodologies through formal discussion sessions each semester by the Curriculum Committee based on a compilation of classroom observations and a review of program assessment reports, and by holding sessions on best practices in instructional methods to be provided by each campus at the annual President's Retreat.	IIA2d (1 of 1)	
IA	The college will look at mechanisms for automation of its course and program assessment, and program review system. The college web site will provide access to institutional, program, and course level student learning outcomes and assessment reports and program reviews.	IIA2e-f (1 of 1)	
IA	As the college works at continually improving its assessment system, it is looking for ways to enhance its understanding of student academic strengths and weaknesses related to student learning outcomes. A major part of the planning agenda is to renegotiate existing articulation agreements and expand articulation agreements to additional schools which [sic] are receiving our transfer students.	IIA2g-I (1 of 1)	
IA	At the current stage of development, the revised general education program is being implemented with an ongoing assessment plan. The results of the assessment for courses and program [sic] will drive future improvements.	IIA3a-c (1 of 1)	
IA	The college will continue to monitor the college's policy on degree programs and	IIA4 (1 of 1)	

Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
	graduation requirements to ensure that all new degree programs meet the requirements of this policy.		
IA	The Division of Vocational Education will continue to work with the Vocational Training Coordinator under the VPIA's office to seek funding assistance from OMIP to acquire needed professional development training programs for its faculty members. This will help to ensure that the quality of training courses produce graduates who are able to demonstrate technical and professional competencies that meet employment standards and are prepared for external licensure and certification.	IIA5 (1 of 4)	
IA	The Division of Vocational Education at Pohnpei Campus will continue its efforts to work with its advisory council and other program stakeholders in reviewing program review recommendations to ensure recommendations are meeting the needs of the workforce and stakeholders prior to forwarding all recommendations to the Assessment Committee and the Curriculum Committee for review and recommendation to the college board.	IIA5 (2 of 4)	
IA	The division of vocational education will work with the Curriculum Committee to modify programs to increase more on-the-job training components.	IIA5 (3 of 4)	
IA	Strengthen the implementation of FSM National technical skills testing/certification. <ul style="list-style-type: none"> <li>• The Division will continue to work with the FSM National DOE or T3 to improve or strengthen the Nation's technical/vocational skills testing and certification body.</li> </ul>	IIA5 (4 of 4)	
IA	Secure funding for industry certification.	IIA5 (1 of 3)	
IA	Modify programs/courses to increase on-the-job training (OJT).	IIA5 (2 of 3)	
IA	Strengthen the implementation of FSM National technical skills testing/certification.	IIA5 (3 of 3)	
IA	The college president in his FY 2011 performance budget established outcomes to renew, update and/or review current	IIA6a (1 of 1)	



Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
	articulation agreements at the college and develop at least one new articulation agreement each year for the next three years.		
IA	The college is currently conducting both a project to streamline programs and services at the college to meet changing enrollment and economic conditions as well as developing an academic master plan. Which programs and services to maintain eliminate or significantly change is considered in both activities. The college will adhere to the processes and procedures established in its Curriculum Handbook for programs that will be eliminated or significantly changed to minimize impact on students.	IIA6b (1 of 1)	
IA	The college is currently developing an academic master plan. Once the plan is completed, a review will be conducted of all academic program missions, program goals, and student learning outcomes to ensure consistency and integrity in its publications.	IIA6c (1 of 1)	
IA	The college through its DAP and ICs, will continue to monitor the faculty evaluations for ratings on “professionalism” to ensure that the college’s code of ethics is being followed. Reviews of student rating of faculty will also be monitored to ensure that the code of ethics is maintained.	IIA7a (1 of 1)	
IA	The college will maintain its review of academic honesty requirements of students through first day of class review of academic honesty in course syllabi and monitoring of disciplinary committee actions related to academic honesty. A change in the levels of referrals and suspension by the disciplinary committee related to academic honesty will result in development of an intervention plan.	IIA7b (1 of 1)	
IA	Supplemental training will be provided to improve the quality and identification of SMARTer outcomes/objectives/strategies and to aid in the identification of appropriate measures for improvement and assessment plans and reports, with an emphasis on linkages to performance budget development.	IIB1 (1 of 2)	

Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
IA	Training will be provided in the establishment of unique cohorts (tracking SSSP students, internal transfers from state sites, impact of tutoring services, etc.) in the SIS to allow tracking of impact of student services programs and services on student learning.	IIB1 (2 of 2)	
IA	The college will undertake training in the SIS for all academic advisors to ensure familiarity with the program and with the use of features that will allow them to provide appropriate guidance to students during their college career.	IIB3c (1 of 2)	
IA	Surveys will be conducted in spring 2010 for academic advisors and a random set of students on advising practices and impact of the SIS, in order to improve academic advising of students.	IIB3c (2 of 2)	
IA	The college must develop and deliver language courses in, at least, the four major state languages. Students should be encouraged to learn, at least, one FSM language in addition to their first language to promote the appreciation and understanding of the different languages and cultures in the FSM and to provide a basis for understanding and appreciating diversity on an international level.	IIB3d (2 of 2)	The college had been unable to document the genesis or ownership of this item. Likely this evolved around delivering on the “uniquely Micronesian” component of the mission statement. However, please be sure this is addressed by IA and CAC and the results/recommendations/conclusions documented here.
LRC	<p>Critical elements for improvement of selecting and maintaining learning resources materials and equipment are:</p> <ul style="list-style-type: none"> <li>• Development and implementation of a formal purchase plan that includes proactive solicitation of learning resources material and equipment and a replacement plan for existing materials and equipment and a replacement plan for existing materials and equipment that meets students’ learning needs. Special attention will be placed on broader solicitation for items through the college’s governance structure standing committees.</li> <li>• Development and implementation of an improvement plan for increasing the availability of credentialed librarians to provide training in and improvement of the selection of materials that</li> </ul>	IIC1a (1 of 1)	

Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
	<p>support the college's mission and enhances student learning.</p> <ul style="list-style-type: none"> <li>• Replace Follet software currently used at LRCs with software that improves reporting and record keeping components.</li> </ul>		
LRC	Develop a structured information literacy training program based on pre post testing of entering, current, and existing student' competencies through web, local server based and print tutorial programs.	IIC1b (1 of 1)	
LRC	Expanding the digital collection of learning materials, including Trust Territory of the Pacific Islands (TTPI) collections and additional Pacific collection materials, will assist the college in meeting its mission by providing better access to previously unavailable materials related to history and culture of the FSM.	IIC1c (1 of 1)	
LRC	The college will acquire, install, and maintain security gates at LRC sites.	IIC1d (1 of 1)	
LRC	The college will expand its interlibrary loan program with regional institutions with a focus on Pacific Postsecondary Education Council (PPEC) institutions.	IIC1e (1 of 1)	
LRC	<p>To improve implementation of the program assessment at each LRC site:</p> <ul style="list-style-type: none"> <li>• Provide training to LRC's in program planning and assessment.</li> <li>• Provide either fact-to-face or electronic meetings to discuss improvement plans and implementation of improvement activities.</li> </ul>	IIC2 (1 of 1)	
LRC			
LRC			

# Institutional Effectiveness Indicators Update<sup>1</sup>

## *(dashboard approach)*

NOTE: IRPO will prepare recommendations on what should be reported each quarter, but generally this section is intended to be a quick overview of critical Institutional Effectiveness Indicators related to Students, Human Resources, Finances, Financial Aid, Facilities & Security, etc. **For example (what indicators to report on may vary from quarter to quarter):**

### Institutional Effectiveness Indicators

#### Students

- Enrollment by campus, gender, state of origin, student type, etc.
- Percent of students full time enrolled and earned 12 or more credits
- Average students credits enrolled, attempted and earned
- Percent of students in good academic standing
- Enrollment by genders, state of origin and campus
- Student/faculty ratios
- Student success rates in ACE and General Education Programs
- Student success rates by campus and degree type
- Resident Halls fill ratio
- Average class size
- Tutor and counseling contacts
- LRC usage rates
- Etc.

#### Financial Aid

- Percent of students receiving financial aid
- Percent of students on financial aid suspension
- Percent of students receiving scholarships
- Average financial aid received

#### Financial

- Expenditures by funding sources (ESG, SEG, etc.)
- Expenditures against strategic direction
- Expenditures against cost category

#### Human Resources

- Retention rates for faculty and staff
- Faculty/staff by state of origin
- Percent of filled positions
- Instructional faculty work load
- Student/student services staff ratio

#### Facilities & Security

- Tracking of Total Cost of Ownership against targets
- Summary of security incidents

#### Assessment

- Percent of program reviews completed

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<sup>1</sup> Additional detail may be found on the college website: <http://www.comfsm.fm/> and IRPO <http://www.comfsm.fm/?q=irpo>. For questions contact: [rschplanning@comfsm.fm](mailto:rschplanning@comfsm.fm).