

College of Micronesia – FSM
Student Services
FY 2013 4th Quarter Performance Report¹
July – September 2013

Strategic Direction 1. Focus on Student Success.

Unit ²	Accomplishments (Activity + Output + Outcomes)	IEMP ³	ACCJC ⁴
OARR	<p>Fall 2013 Semester Enrollment in headcounts, registered credits, and full-time equivalent (FTE) students. The College has a <i>college-wide</i> enrollment of 2,446 students <i>in headcounts</i> with 27,986 <i>credits</i> (or 2,332.2 <i>full-time equivalent</i> students). Additional and specific details are available from this URL: http://www.comfsm.fm/?q=irpo-trends.</p>	1A, SS1, 2.3	IIB.2
	<p>Summer 2013 Graduates The College graduated 73 students last July 2013. Of these 73 graduates, 42 were from the National Campus, 11 from Kosrae Campus, 8 from Yap Campus, 6 from Chuuk Campus, and 6 from Pohnpei Campus.</p> <p>Fall 2013 Candidates for Graduation The Office of Admissions, Records and Retention (OARR) had received 173 applicants for end-of-Fall 2013 graduation. Of these 173 applications, 133 are from the National Campus, 15 from Chuuk Campus, 14 from Pohnpei Campus, 6 from Kosrae Campus, and 5 from Yap Campus. Degree audits had been conducted to records of these applicants and initial results were communicated to the applicants.</p> <p>Additionally, there are 20 students who had applied for graduation under the COM-FSM and the University of Guam’s Bachelor of Arts partnership program.</p>	1A, SS2, 2.6	IIB.2
	<p>Transcripts, Degrees and Certificates, Others During this reporting period, OARR processed and released 264 academic transcripts, and 38 certificates of enrollment <i>in support</i> of applications for admission to other higher education institutions, employment, scholarship, and others. It also issued 54 certificate of attendance to the FSM Social Security Office <i>in support</i> of students’ applications for social security benefits.</p> <p>Additionally, the Office also received and processed 74 applications for readmission, 45 applications for second-degree admission, and 17 applications for admission into the third year programs in general business, accounting,</p>	1A, SS1, 2.3 1A, SS2, 2.4, 2.6 1A, SS3, 2.8	IIB.2

¹ College of Micronesia – FSM website: <http://www.comfsm.fm/> for additional information contact rschplanning@comfsm.fm

² Designated acronym for the units, e.g., **OARR** for Office of Admissions, Records and Retention, **FAO** for Financial Aid Office, **CS** for Counseling Services, **HS** for Health Services, **RH** for Residence Halls, **SL** for the Office of the Director of Student Life, **SR** for Sports and Recreation, **PCC** for Peer Counseling Center, and **VPSS** for the Office of the Vice President for Student Services

³ **Integrated Educational Master Plan.** See IEMP matrix for objectives specific to the department, <http://www.comfsm.fm/vpia/misc/IEMPsheet.pdf>

⁴ Accrediting Commission for Community and Junior Colleges (ACCJC). Department addresses Standard IIB, 1-4.

	and public health. OARR released 80 degrees and 13 certificates of achievement to graduates.		
FAO	Pell Awards The Financial Aid Office (FAO) processed 327 Pell awards during the reporting period. Of these 327 awards, 185 were for the National Campus, 56 and 86 for Chuuk and Pohnpei Campuses, respectively, representing a total Pell payment of US\$ 825,241.00. Individual account for these 327 students had been posted in the COM-FSM SIS, and credit balances were issued checks for their indirect costs.	1A, SS2, 2.4, 2.6	IIB.2
	The office processed 299 SEG Work Study applications received from students attending the National Campus the Fall 2013.	1A, SS2, 2.4, 2.6	IIB.2
	The office published the 2013 issue of the Financial Aid Handbook . The handbook is geared to providing <i>reference</i> or <i>guide</i> to students in terms of policies and procedures related to financial aid at the College.	1A, SS2, 2.4, 2.6	IIB.2
VPSS	The Office of the VPSS had awarded <i>certificates of organizations</i> to 19 recognized student clubs and associations. Distributed by type or purpose: academic (5), cultural and ethnic heritage (5), Religious (1), career related (1), recreational and athletics (2), and social and political (5).	1A, SS2, 2.4, 2.5	IIB.2
	The Office of the VPSS extended fiscal and other types of support to 13 activities hosted or sponsored by recognized student clubs and associations. As required, clubs or associations have to articulate <i>intended objectives</i> or <i>outcomes</i> of sponsored activities, established criteria (or <i>targets</i>) for success, and types of assessments. Additionally, they were also required to <i>report</i> the results of the assessments made about their activities.	1A, SS2, 2.4, 2.5	IIB.2
	The Office of the VPSS published the 2013 Student Handbook . The handbook is geared to providing <i>reference</i> or <i>guide</i> to students in terms of registration procedure, pertinent policies on student conduct and discipline, directory or contact information of academic and support services, and others.	1A, SS2, 2.4, 2.5, 2.6	IIB.2
CS	To ensure the <i>support services</i> are available especially to <i>at-risk</i> students, the Counseling Services' A+ Tutoring Center had contracted 12 <i>upper-class</i> students and faculty members as tutors to assist students in the following subject areas: education, English and literatures, computer and information systems, mathematics, natural sciences, and social science. The Counseling Services' log showed that 45 students availed of the tutoring services extended by its A+ Tutoring Center during the reporting period.	1A, SS2, 2.4, 1A, SS3, 2.8	IIB.2
	The Counseling Services' log further showed that there were 623 visits that included students seeking academic, personal, career, and other types of counseling.	1A, SS2, 2.4, 1A, SS3, 2.8	IIB.2
	Training was facilitated last July 22-25, 2013 to 24 <i>student</i> peer advisers who assisted in the Fall 2013 orientation. The Office coordinated the Fall 2013 orientation for incoming new freshman and transfer students last August 5-8, 2013. The orientation was designed to provide new and transfer students <i>guides</i> to important academic dates, the registration process, academic standards and policies, available support services, co-and extra-curricular activities, and others. To determine the effectiveness of the orientation program based on perceived level of satisfaction, a	1A, SS2, 2.4, 1A, SS3, 2.8	IIB.2

	survey was administered to nonprobability samples of students. IRPO is yet to provide the tabulated results and analysis of the survey conducted.		
	The College's Counseling Services and EducationUSA hosted a College Fair last September 20, 2013. The activity was participated by more or less 500 participants basically high school seniors from the various private and public secondary schools in Pohnpei. To determine the perceived level of satisfaction of the participants about the College Fair, a survey was administered to a nonprobability sample of participants. Tabulated results of the survey showed 97% positive rating.	1A, SS1, SS4	IIB.2
HS	<p>During the reporting period, the College's Campus Nurse logged 1,347 visits to the dispensary (clinic). These visits involved students seeking treatments of flu/cold syndrome; minor injuries, generalized aches, pains and headaches; eyes, ears, and nose-related problems; skin diseases or infections; gastro-intestinal related problems; and genito-urinary related problems. Additionally, visits also involved students seeking counsels on reproductive health and family planning including screening for non-communicable diseases, prophylaxis treatment, prescription refills, and others.</p> <p>The Campus Nurse facilitated a presentation on "Herpes Simplex Type I" participated by 52 students of our residence halls (RH) for men and women. To assess the level of knowledge gained by the participants about the subject area, a pre-test was administered prior to the presentation, and post-test, after the presentation. The tabulated results and analysis of the pre- and post-tests is reported in the unit's 2012-2013 Assessment posted in the TracDat, https://comfsm.tracdat.com/tracdat/faces/index.jsp.</p>	1A, SS2, 2.4, 2.5	IIB.2
RH/SL	There are 135 students residing at the College's residence halls. Of these 135 residents, 66 (49%) are residents of the residence hall for women, and 69 (51%), residence hall for men. Furthermore, there are 45 resident students from the State of Chuuk, 32 from the State of Kosrae, 56 from Yap State, one from Japan, and one from an outer-island of Pohnpei.	1A, SS2, 2.4, 2.5	IIB.2
SL	The Office of the Director of Student Life organized the elections of the Student Body Association's 2013-2014 officers for National Campus. Election was held last September 9-10, 2013 where 435 full-time students elected: Gasma Hadley, <i>president</i> ; James Tatogmai, Jr., <i>vice president</i> ; Lilly Billen, <i>secretary</i> ; and Jon-Tyrone Celestine, <i>treasurer</i> . The College's President and Chief Executive Officer inducted these officers into office during a brief ceremony, September 20, 2013.	1A, SS2, 2.4, 2.5	IIB.2
SR	As part of the department's facilitated co-and extra-curricular activities, the Office of the Sports and Recreation has hosted the 2013 Intramural Games. The activity, still in progress, is participated by 343 male and 108 female students. Outdoor and indoor games included basketball, volleyball, softball, badminton, and billiard for men and women.	1A, SS2, 2.4, 2.5	IIB.2

Strategic Direction 2. Emphasize academic offerings in service to national needs.

Unit	Accomplishments (Activity + Output + Outcomes)	IEMP	ACCJC

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Strategic Direction 3. Be financially sound, fiscally responsible, and build resources in anticipation of future needs.

Unit	Accomplishments (Activity + Output + Outcomes)	IEMP	ACCJC

Strategic Direction 4. Invest in and build a strong capacity in human capital.

Unit	Accomplishments (Activity + Output + Outcomes)	IEMP	ACCJC
VPSS	All the divisions and units under the College’s department of Student Services had completed (<i>or closed the loop</i>) their 2012-2013 Assessment Cycle that are posted (<i>or now available</i>) in the TracDat, https://comfsm.tracdat.com/tracdat/faces/index.jsp . This is to address the College’s 2013-2017 strategic goal 4.2, specifically the focus on assessing the organization and leadership capacity, prioritizing identified organizational and leadership capacity needs, and allocating resources to support capacity building.	1A, SS1, SS2, SS3, SS4	IIB.2

Strategic Direction 5. Become a learning organization through development of a learning culture guided by learning leaders.

Unit	Accomplishments (Activity + Output + Outcomes)	IEMP	ACCJC

Strategic Direction 6. Evoke an image of quality.

Unit	Accomplishments (Activity + Output + Outcomes)	IEMP	ACCJC

Department Responses to Self-Identified Issues
PLANNING AGENDA

Planning Agenda Item	ACCJC Standards	Work Completed and Evidence
The college will continue to monitor the college's policy on degree programs and graduation requirements to ensure that all new degree programs meet the requirements of this policy.	IIA4 (1 of 1)	This is an area of the Instructional Affairs.
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)	This is an area of the Instructional Affairs.
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)	
A policy on sexual harassment has been drafted and initial review conducted by the student services committee. The process will be completed with a college-wide review and review by the BOR and should be included in the college catalog by March 2010.	IIB2 (1 of 1)	<p>A policy on Sexual Harassment is published in the College's general catalog (see 2011-2013 General Catalog, p. 47, and in the current online version of the 2013-2014 General Catalog, p. 128, or URL: http://www.comfsm.fm/publications/catalog-2013-2014/major-policies.pdf).</p> <p>Now <i>defunct</i> Student Services Committee drafted and initially reviewed the policy in 2009; thence, in 2010, the draft was submitted for college-wide review as well as by the College's legal counsel.</p>
<p>The college sees a need to improve the quality and consistency in the reporting of student services and tracking impact of those services. To improve, the college will:</p> <ul style="list-style-type: none"> • Establish cohorts in the SIS for tracking of impact of services on student performance. • Develop a formal review process within 	IIB3 (1 of 2)	

<p>the student services department to analyze SIS data for determining priority areas of student needs.</p> <ul style="list-style-type: none"> • Enhance the completeness and accuracy of reporting on student services across all sites. • Expand the analysis of SIS and COMET data for impact of immediate student needs upon entering college. 		
<p>The college enrollment management plan needs to be widely disseminated and progress in implementation and impact on students reported.</p>	<p>IIB3 (2 of 2)</p>	
<p>Student services programs staff and faculty will receive additional training in use of the SIS to establish and track unique cohorts of students by the various student services programs to assist in determining the effectiveness and impact of those programs and the strategies used. The results will be included in the programs assessment reports.</p>	<p>IIB3a (1 of 2)</p>	
<p>The quarterly reporting system for tracking and reporting student services access and contact will be expanded to include greater detail on type of access and contact as well as greater emphasis on comparison, analysis, and impact of programs and services. Training in data collection, analysis, and reporting against accomplishments will also be provided.</p>	<p>IIB3a (2 of 2)</p>	<p>All the divisions and units under the College's department of Student Services had completed (<i>or closed the loop</i>) their 2012-2013 Assessment Cycle that are posted (or now available) in the TracDat, https://comfsm.tracdat.com/tracdat/faces/index.jsp. Other assessment reports of units under the department of Student Services are posted (or <i>available</i>) in the department's wikipege, http://wiki.comfsm.fm/Non-Academic_Programs.</p>
<p>The college will improve its understanding of student's interests and needs through student focus groups which will be assembled and conducted at all sites in 2010 in order to provide a basis for enhancing the design of programs and services that will assist in matching students' needs and interests to programs and services provided.</p>	<p>IIB3b (1 of 2)</p>	
<p>The college will improve its tracking of student participation in extracurricular activities and will use results to determine underserved populations and to design appropriate interventions.</p>	<p>IIB3b (2 of 2)</p>	
<p>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.</p>	<p>IIB3c (1 of 2)</p>	

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)	
The college needs to continue its approach of recruiting a diverse (international) faculty/staff for the college, but also needs to promote a FSM student population more in line with the FSM population distribution.	IIB3d (1 of 2)	
The college will continually monitor and analyze the effectiveness of the COMET. All new COMET test data will be added into the SIS to allow tracking of students against COMET test data. At least two previous COMET administration test data will be entered into the SIS for analysis purposes.	IIB3e (1 of 2)	
The college will conduct a formal analysis of the COMET and its effectiveness as an entrance selection instrument. Consideration should also be given to modification of the COMET to serve as a diagnostic tool.	IIB3e (2 of 2)	
The college will start developing an electronic archive of hard copies of students' records.	IIB3f (1 of 1)	<p>In July 2013, the Office received a Fujitsu ScanSnap iX500 scanner as donation by the Office of the Financial Aid (FAO), and acquired an HP EliteBook 8570p laptop for the digitization of paper archival documents.</p> <p>The Office will request technical assistance from the College's MITC coordinator to train staff in-charge of the archival documents on the digitization of documents and other related tasks.</p>
The college will establish well-defined communication channels for students in all six sites by the end of year 2009. Through the participation of students in the nine standing committees, data will be collected and used to generate ideas for improvement.	IIIA4c (1 of 1)	
The Vice President for Student Services will develop, implement, and evaluate a mechanism for increasing the level of student participation in the college's committees.	IV4 (2 of 2)	