

GENERAL INFORMATION

The College of Micronesia-FSM (COM-FSM) is a multicampus institution with the National Campus located in Palikir, Pohnpei, and a State Campus in each state. The COM-FSM system also includes the FSM Fisheries and Maritime Institute located in Yap. The area most directly served by the College is the Federated States of Micronesia which includes approximately two million square miles of the western Pacific Ocean and a population of over 110,000.

MISSION

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.

STRATEGIC GOALS

The College of Micronesia-FSM, through a cycle of assessment and review, will continuously improve to meet or exceed current accreditation standards and will:

1. Promote learning and teaching for knowledge, skills creativity, intellect and the abilities to seek and analyze information and to communicate effectively;
2. Provide institutional support to foster student success and satisfaction;
3. Create an adequate, healthy and functional learning and working environment;
4. Foster effective communication;
5. Invest in sufficient, qualified, and effective human resources;
6. Ensure sufficient, and well-managed fiscal resources that maintain financial stability;
7. Build a partnering and services network for community, workforce and economic development;
8. Promote the uniqueness of our community, cultivate respect for individual differences, and champion diversity; and
9. Provide for continuous improvement of programs, services and college environment.

INSTITUTIONAL STUDENT LEARNING OUTCOMES

COM-FSM graduates will demonstrate they can:

1. Communicate effectively
2. Employ critical thinking [and problem solving]
3. Possess specific knowledge and skills in a major discipline or professional program of study
4. Take responsibility and develop skills for learning
5. Interact responsibly with people, cultures and their environment

VALUES

COM-FSM Values:

Learner-centeredness

Learners are our primary focus and we provide quality instruction and services in a nurturing and safe environment.

Professional behavior

We are competent, service-oriented professionals with a commitment to life-long learning and a commitment to provide excellent and exemplary service to students, colleagues and the community.

Innovation

We provide a dynamic, creative, up-to-date, and innovative environment to allow the college community to function effectively in a global economy.

Honesty and Ethical Behavior

We are honest and abide by the COM-FSM code of Ethics in all our personal and professional interactions to create and maintain trust and unity among ourselves and with our community.

Commitment and Hard Work

We commit and invest our time, energy and resources to create a rigorous, high-quality learning environment.

Teamwork

We live in a community where collaboration, open-mindedness, respect and support for each other helps us achieve our mission.

Accountability

We are responsible for and accountable in our daily activities to our partners and the community we serve. We comply with all applicable regulations and use our resources efficiently and effectively to maintain a high level of trust and confidence.

ACADEMIC FREEDOM

The College of Micronesia-FSM recognizes the principle of academic freedom for each faculty member. This principle asserts that: each member of the faculty is entitled to freedom within his/her classroom to discuss his/her field of expertise; that each faculty member is free also to conduct research in his/her field of special competence; and that each faculty member is free to publish the results of his/her research.

ACCREDITATION

The College of Micronesia-FSM is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges (WASC), an institutional accrediting body recognized by the Commission on Recognition of Post-secondary Accreditation and the U.S. Department of Education. Accreditation was awarded in 1978 and reaffirmed in 1982, 1987, 1992, 1998, and 2005.

HISTORY

- 1963** Trust Territory of the Pacific Islands and University of Hawaii create Micronesian Teacher Education Center (MTEC) to provide in-service teacher training.
- 1969** MTEC begins offering pre-service associate of science degree program in teacher education.

1970 MTEC becomes Community College of Micronesia (CCM).

1974 CCM adds associate degree programs in business management and in-service teacher education through the merging of the College's extension program and district teacher education centers.

Trust Territory School of Nursing in Saipan becomes part of CCM.

1975 Associate of arts degree program begins in liberal arts to enable students to transfer to four-year institutions.

CCM and its School of Nursing in Saipan join Micronesian Occupational Center in Palau to form the College of Micronesia (COM) system.

Accreditation is granted to CCM by the Western Association of Schools and Colleges (WASC) in the United States.

1982 Third-year certificate of achievement programs in elementary education and special education are added.

1983 Associate of science degree program in agriculture is added with support from COM Land Grant Program.

1986 Associate of science degree program in marine science is added.

CCM School of Nursing moves from Saipan to Majuro, Republic of the Marshall Islands.

1989 CCM School of Nursing separates from CCM to become COM-Majuro.

Associate of science degree program in accounting is added.

1991 An agreement is signed between the governments of FSM, Republic of the Marshall Islands, and Republic of Palau restructuring COM to allow more local autonomy.

1992 FSM establishes COM-FSM as a public corporation.

1993 CCM becomes COM-FSM, independent from the three-country COM system.

Certificate of achievement program in preschool teacher education is added.

Articulation agreement with Chaminade University in Hawaii is signed.

Continuing Education Centers in the four FSM states are renamed State Campuses.

1994 Third-year certificate of achievement program in related services assistant is added.

1995 Articulation agreements with Hawaii Pacific University, Guam Community College and University of Guam are signed.

Third-year certificate of achievement program in educational leadership academy is added.

- 1996** Certificate of achievement program for trial counselors is approved for implementation pending availability of funding.

Community health sciences programs—health assistant training program (HATP) and assistant medical officer training program (AMOTP) are approved for implementation pending availability of funding.

Articulation agreements with University of Hawaii at Hilo and Honolulu Community College (aviation mechanics program) are signed.

National Campus moves from Kolonia to Palikir.

- 1997** Associate of arts degree program in media studies and associate of science degree program in early childhood education are approved pending availability of funding.

Articulation agreement with Eastern Oregon University is signed.

Associate of arts degree programs in Micronesian studies and liberal arts/education and associate of science degree program in hotel and restaurant management are added.

- 1998** Associate of science degree program in computer information systems is approved for implementation.

Agreement is signed with University of Guam (UOG) to establish a branch UOG campus at the National Campus and offer fourth-year courses in elementary education to enable students to earn their bachelor's degree from UOG.

Revised certificate of achievement programs in bookkeeping and general studies are approved for students at the State Campuses.

Certificate of achievement programs in carpentry, masonry, plumbing, construction electricity, refrigeration and air conditioning, electronics, and career education are approved for implementation.

The FSM leadership designates COM-FSM as lead agency for the management of the Micronesian Maritime and Fisheries Academy (MMFA).

- 1999** The collaborative fourth-year elementary education program between COM-FSM and UOG is implemented.

Memorandum of Understanding between COM-FSM and the FSM National Government is signed to re-open MMFA as the FSM Fisheries and Maritime Institute in Yap.

- 2000** Certificate of achievement programs in agriculture and food technology and in hotel and restaurant operations are added.

1970 MTEC becomes Community College of Micronesia (CCM).

2001 Third-year certificate of achievement programs in accounting and in business administration are approved for implementation.

Certificate of achievement programs in secretarial science and in cabinet making/furniture making are approved for implementation.

Articulation agreements with Guam Community College (vocational programs) and University of Idaho are signed.

2002 Bachelor of Arts degree program in elementary education is approved; implementation pending WASC approval.

New associate of science degree program in business administration replaces current associate of science degree programs in business administration and in accounting.

Applied associate of science degree programs in telecommunications and electronics technology are approved.

2003 Applied associate of science degree programs in building technology and in building maintenance and repair are approved.

Certificate of achievement in law enforcement is approved.

General education core is established for applied associate of science degree programs.

Articulation agreements with University of Phoenix-Online Campus, Brigham Young University Hawaii, National University and Hawaii Pacific University are signed.

2004 Articulation agreement entered with Brigham Young University at Provo—Utah

All programs and courses modified to include expected student learning outcomes.

2005 Articulation agreement entered into with University of Guam on the third-year programs in accounting and general business.

Certificate of achievement program in Small Engine, Equipment and Outboard Motor Repair approved.

2006 Associate of science degree program in nursing is approved pending funding for the program.

2007 The Associate of science degree program in general agriculture is renamed to associate of science degree program in agriculture and natural resources.

2008 A multiple entry/multiple exit Public Health Training Program which includes a certificate of achievement in basic public health, advanced certificate of achievement in public health, associate of science degree in public health, and third-year certificate of achievement in

public health is approved pending availability of funding.

2009 Associate of science degree program in teacher education - elementary program at state campuses to be phased out and replaced by the associate of arts degree program in teacher preparation program.

2010 Memorandum of Agreement and Understanding between Guam Community College and College of Micronesia-FSM for a course-by-course articulation between the two institutions.

DEGREE PROGRAMS

The College awards associate degrees to students who complete a prescribed two-year program of study. The time is extended for students who need to complete preparation classes before beginning the degree program.

Associate of arts degrees are offered in:

- Liberal Arts
- Liberal Arts/Health Career Opportunity Program
- Micronesian Studies
- Pre-Teacher Preparation

Associate of science degrees are offered in:

- General Agriculture
- Business Administration
- Computer Information Systems
- Hospitality and Tourism Management
- Marine Science
- Public Health



Associate of applied science degrees are offered in:

- Building Technology
- Electronic Technology
- elecommunications Technology

CERTIFICATE PROGRAMS

The College awards certificates of achievement to students who complete a prescribed one-year program of study.

Third-year certificates of achievement are offered in:

- Accounting
- General Business
- Services Management

Specialist in Public Health
Teacher Preparation-Elementary

Certificates of achievement are also offered in the following areas:

Agriculture and Food Technology
Bookkeeping
Community Health Sciences-Health Assistant Training Program
Law Enforcement
Public Health
Secretarial Science
Trial Counselors
Building Maintenance
Cabinet Making/Furniture Making
Career Education
Carpentry
Construction Electricity
Electronic Engineering Technology
Masonry
Plumbing
Refrigeration and Air Conditioning
Small Engine, Equipment and
Outboard Motor Repair



Other short-term certificate programs are offered at the State Campuses in response to expressed local needs. Certificates of completion, attendance or participation are awarded depending on the length and nature of the programs.

VOCATIONAL EDUCATION PROGRAMS

The National and State campuses offer various programs in vocational education. The associate of science degree program in agriculture is the only vocational program offered at the National Campus. A mandate for the State campuses is to offer vocational training programs that meet the needs of the local communities. The vocational education certificate programs offer a chance to develop technical skills and provide a pathway for future training, education, and employment. Vocational Programs are not always available at a particular campus, but are offered on demand when qualified instructors and appropriate facilities are available. New initiatives include the addition of associate of applied science degree programs and the apprenticeship program which are in response to the need for highly skilled workforce. These programs prepare students for technical employment.

Another initiative is the use of technology in the delivery of the associate of applied science degree programs in telecommunications, electronics and building technology. In addition to full-time programs, the State Campuses also offer customized industry training to meet specific labor force needs and demands.

DISTANCE EDUCATION

Some departments and divisions under the Vice President for Instructional Affairs are incorporating distance education techniques and technologies into the educational system. The College currently offers some courses through the World Wide Web. In the near future, the College plans to offer other programs by way of videoconferencing and other forms of conventional communication techniques.

ACADEMIC YEAR

The academic year, which begins in August, is divided into two sixteen-week semester terms and a six-week summer session. (Financial aid defines the academic year as at least 30 weeks of instructional time in which full-time students are expected to complete at least 24 semester credits.)

NATIONAL CAMPUS

The National Campus is situated on a 73 acre site near the FSM capital in Palikir, six miles from Kolonia. The student body at the National Campus is composed primarily of recent high school graduates from the four states in the FSM. These students come to the National Campus with bilingual or trilingual backgrounds representing eight different Micronesian languages and as many cultures. Approximately nine hundred fifty full-time students are enrolled each semester in either degree programs or programs leading to a certificate of achievement. The fifteen buildings include classrooms, learning resources center, recreation, student center, cafeteria, residence halls for men and for women, offices for faculty and administration, a multipurpose gymnasium, maintenance facilities, tutoring and counseling center.



OTHER CAMPUSES

In addition to the National Campus, the College of Micronesia-FSM is comprised of four State Campuses, one in each of the four states, and the FSM Fisheries and Maritime Institute in Yap. Each campus is headed by a Director. The priorities of the State Campuses are to provide short and long term, academic and vocational, certificate and degree programs as dictated by the needs of the local communities and governments and to provide courses and programs to bridge the gap between high school and college. In addition to instruction and extension services, staff also provides support in the areas of student services, learning resources, and business services.

COM-FSM/Chuuk is located on the island of Weno in Chuuk State. It serves approximately 400 full time students each semester. At present it occupies leased site located along the waterfront in the business section of Weno. Plans call for construction of new permanent site outside the business area on its own campus. COM FSM/Chuuk offers associate degree programs in teacher education—elementary and in early childhood education and certificate of achievement programs in general studies, bookkeeping and preschool teacher



education. In addition, it offers an Intensive English/Mathematics Program to strengthen basic skills, developmental course work in English and math to enable students to qualify for admission into degree programs, customized training programs in the area of vocational education, and specialized courses in local customs, languages and skills. The Cooperative Extension Services (CES) component of the Land Grant Program has been integrated into the operations of the Chuuk Campus. The campus also receives TRIO funds to run an Upward Bound Program which serves 60 students on an annual basis in cooperation with Chuuk High School.

COM-FSM/Pohnpei is located in downtown Kolonia, enrolls over 550 students each semester in various degree and certificate programs. The Division of Hospitality and Tourism offers an associate degree in hospitality and tourism management and conducts short-term hospitality training for area businesses. The Division of Technology and Trade offers applied associate of science degree programs in Electronics Technology, Building Technology, Telecommunications, as well as certificates in Building Maintenance and Repair, Carpentry, Cabinet making/Furniture-making, Construction Electricity, Electronic Engineering Technology, and an Apprenticeship program in Building maintenance and various other trades. The Division of Technology and Trade also serves as the center for a Computerized Distance Education system for Electronics (NIDA) throughout the FSM. Other certificates offered at Pohnpei Campus include general studies, bookkeeping, secretarial science, trial counselors, community health sciences—health assistant training program, and agriculture and food technology. Developmental English and math classes continue to be a key component of many of the programs at Pohnpei Campus. To help students in the community to succeed in school, Pohnpei Campus hosts two TRIO programs—Educational Talent Search Program and Upward Bound—that serve elementary and secondary school students in cooperation with Pohnpei State Department of Education. Pohnpei Campus is also home to Pohnpei Business Development Center (PBDC). By recruiting experts from within the college system and community, Pohnpei Campus is able to offer customized training programs and continuing education classes, including computer skills, English, business management, building technology, customer service, and leisure classes such as cultural dance and local language classes. The Cooperative Extension Services (CES) component of the Land Grant Program is integrated into the operations of the Pohnpei Campus to better serve the local communities and people in Pohnpei.



COM-FSM/Kosrae is physically located adjacent to Kosrae High School and State Department of Education complex. It serves about 250 students a semester. It offers an associate degree program in teacher education –elementary, an associate of applied science in electronics technology, an associate of applied science in telecommunication technology, and 6 certificates of achievement programs: 1) agriculture and food technology, 2) carpentry, 3) electronic engineering technology, 4) trial counseling, 5) bookkeeping, and 6) general studies. It runs a development education program in mathematics and English to strengthen to basic skills and help students to gain admissions into degree programs. Kosrae campus sponsors the Upward Bound Program that serves Kosrae High School students in preparation for secondary education and Peer Counseling Center that provides counseling services for both high school and college students. Like other state campuses, the Cooperative Research and Extension is actively involved in educating the community on grassroots economics and social development.



COM-FSM/Yap is located on the island of Yap. It serves 210 students each semester and about 18 – 200 students during summer. The campus offers Associate of Science (AS) degree in Teacher Education – Elementary, Associate of Applied Science (AAS) Degrees in Telecommunications Technology, Electronics Technology, and Building Technology. Certificate of Achievement programs offered are: General Studies, Health Assistant/Community Health Sciences, Preschool Teacher Education, Trial Counselors, Construction Electricity, Electronics Engineering, and Telecommunications Engineering. In addition to credited courses, Yap Campus has the flexibility and capability to offer tailored non-credit trainings/courses to address expressed needs in the communities. It hosts several sponsored programs: Cooperative Research & Extension (CRE), Upward Bound, and Peer Counseling Center.



Campus facilities to support student learning include a research lab, a fully equipped laboratory, Learning Resource Center, Computer Lab with internet connectivity, Voc Ed Computer Lab with specialized equipment, shops for voc ed programs, and 4 classrooms. Facilities to be constructed within the year include a student center and a classroom building.

FSM FISHERIES AND MARITIME INSTITUTE (FSM-FMI) is located on the island of Yap, occupying the facilities built in the late 1960's for the Loran Station operated by the United States Coast Guard. The Institute is situated some six miles north of the capital, Colonia. Beginning 2000, FSM/FMI began accepting students on a regular basis from ninth grade to high school graduates from all over the FSM. In 2001 however, only high school graduates were accepted into the programs after having found that non-high school graduates could not cope with the subject, particularly the English and math subjects.



There are three majors offered at FSM-FMI: Navigation, Marine Engineering and Fishing Technology. Currently, these fields of studies or programs normally run for two years, and anyone completing one of them is awarded an Advanced Certificate of Achievement in each of them, and an industry Certificate of Competency as Master of vessels of not over 200 gross tonnage (or Class 5 Master) for a Navigation major; or a Certificate of Competency as Marine Engineer of vessels of not over 500 kilowatts total propulsion power (or Class 5 Marine Engineer) for a Marine Engineering major. These programs, particularly Navigation and Marine Engineering, are offered in accordance with the standards and requirements of the International Convention on Standards of Training, Certification and Watch keeping for Seafarers, 1978, as amended (STCW Convention). The STCW Convention is the international treaty which prescribes the minimum qualifications for seafarers worldwide and, by becoming a Party to the treaty (on October 14, 1998), the FSM has indicated its intention to provide training and maintain the qualifications of FSM seafarers in accordance with the standards and requirements prescribed in the Convention. (Detailed information regarding admission requirements, program, and courses for FSM-FMI is located in separate publication.)

LEARNING RESOURCES CENTER

The Learning Resources Center (LRC), on the national campus of the College provides informational resources and services to support and enhance the curricula of the college and meet the educational needs and interests of the college community.

The LRC offers over 34,000 titles in various collections both print and non-print. The collections include the general collection; reference collection; Micronesia-Pacific collection; that is a unique collection of materials on Oceania with specific emphasis on Micronesia and documents from the Secretariat of the Pacific Community; curriculum resources including samples of children's literature and K-8 instructional materials; newspapers, magazines, and serials and the EBSCO electronic database containing full text journals and abstracts; UN Document, publications of agencies within the United Nations organization and U.S. Government Documents, publications of U.S. government agencies. The archives collection contains materials from the U.S. Navy and U.S. Trust Territory eras as well as the college archive documents.



Internet access is available on various computer stations with additional stations available and networked to printers to use application software for typing assignments and completing class projects. College community members in need of materials not held locally may use the LRC's Inter-Library Loan service provided through electronic document sharing or request the materials from other libraries in the region.

Media and Instructional Technology Center (MITC) provides audio-visual, media production, and distance education technology services to support the academic programs of the College. The PEAC-ESAT communication system is housed in the MITC and serves as the link for direct communication to Micronesia and other parts of the world. The PEACESAT system is capable of providing interactive and synchronous videoconferencing with outside institutions. The MITC houses a video collection of over 3,500 titles including recordings of College and community events occurring over the years. The MITC also provides ID production services for the College.

INTERNET ACCESS

Access to internet for research purposes and e-mail are available 24 hours at no cost to COM-FSM students at both the National Campus and the State Campuses. Currently, network connections and internet access is funded by the National Campus Information Technology (IT) Division.

At the National Campus, student internet access stations are available in three computer labs, the LRC, and the residence halls. A campus-wide area network links the National Campus and State Campus labs to the internet. Currently, each State Campus provides an internet access computer lab for students. Computer equipment for labs is funded by the technology fee generated by individual campuses. Development of local area networks in these computer labs and the LRC has been completed.

SPECIAL PROGRAMS



Cooperative Research and Extension: (Land Grant Program) the College of Micronesia (COM) was designated a Land Grant college in 1981 through Section 506 (a) of the Education Amendments of 1972 (Public Law 92 - 318, as amended; 7 U.S.C. 301 note). As such, when the three colleges of the COM system became autonomous institutions under separate governing boards in 1993, administration of the Land Grant programs remained under COM. Land Grant programs are currently extended to COM-FSM through a Memorandum of Understanding with COM and administered as the Cooperative Research and Extension (CRE) Program under the Vice President-CRE.

Cooperative Extension Services: (CES) component of the CRE programs focuses on developing and assisting a well-informed populace to ensure wise and judicious management of the limited human and natural resources needed to support a viable FSM economy. The challenge is to ensure a constantly improving quality of life, while maintaining a strong cultural identity and healthy environment. These challenges are addressed through community level outreach programs in agriculture improvement, youth development, community resource development and nutrition education. The CES programs are based at the State Campuses.

Agricultural Experiment Station: (AES) program provides funding to conduct research or verify experiments that bear directly upon the agricultural and fisheries industries. AES research facilities are located at each of the state campuses.

Resident Instruction: (RI) program includes the College's associate degree programs in general Agriculture and Natural Resources and the Certificate in Agriculture Programs at Kosrae and Pohnpei State Campuses. CRE support for the RI program is through special project funding under the US Department of Agriculture.

Educational Talent Search Program: Educational Talent Search Program better known as (TSP) at Pohnpei Campus is a fully federal funded program operated through the College of Micronesia-FSM since 1994. The mission of the Educational Talent Search Program is to motivate and encourage academically qualified disadvantaged students to successfully complete secondary school and undertake a program at the post-secondary education level. By providing academic tutorial, counseling services, career, financial aid and college admission information, Talent Search Program will help these students realize their Educational potentials and become successful in their educational endeavors.

Upward Bound Program: The Upward Bound (UB) programs for Chuuk and Kosrae Campuses were approved in 1995 and for Pohnpei and Yap Campuses in 1999. The purpose of the UB is to address basic deficiencies in Micronesia's youth by working with secondary institutions and guiding selected students academically and socially so that their chances of obtaining a college education are enhanced.

Student Support Services Program: The Trio Student Support Services is a U.S. federally funded program designed to provide comprehensive academic support services to increase the retention and transfer rate of eligible students and also to foster an institutional climate that is supportive of the success of low-income, first generation college students and students with disabilities. The students who are accepted into the program receive academic advisement, personal counseling, peer mentoring, individual and group tutoring, and other academic enrichment activities designed to help students adjust to campus life, succeed academically, and complete their academic programs at COM-FSM. The SSS program serves 160 eligible students at the National Campus and the grant was approved in 2001.



Peer Counseling Center: The Peer Counseling Center is funded by UNFPA and Title X Family Planning Program. The purpose of the Center is to promote a positive collective experience while at COM-FSM. Because students are in touch with their fellow students and are therefore more effective in responding to issues that concern them, peer educators are recruited and trained to reach students with information on health education and prevention. This is done in an atmosphere which fosters understanding, sensitivity, trust, respect, and fairness. The aim is to help students understand and analyze issues that may affect them so they can make healthy choices. A Center is located at the National, Chuuk, Kosrae, and Yap Campuses.

STATEMENT OF EQUAL OPPORTUNITY

The College of Micronesia-FSM complies with Title VI of the U.S. Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and the Rehabilitation Act of 1973. The College does not discriminate in matters of employment or admission to educational programs and activities because of race, color, place of origin or ancestry, marital status, sex, religious or political preference, age, or physical handicap per Public Law No. 779.

The President's executive assistant acts as the authorized agent in matters concerning section 504 of the Rehabilitation Act of 1973. This notice is in compliance with Paragraph 84.8 of Section 504 of the Rehabilitation Act of 1973.

STUDENT EDUCATIONAL RECORD POLICY

Educational records are kept by the College on individual students to facilitate their educational development. The Admissions and Records Office keeps records on the academic history of all students. The Financial Aid Office keeps records on financial assistance to each student and their academic progress. The Business Office keeps records on individual student accounts. Faculty and staff members may also keep informal records relating to their functional responsibilities with individual students. Students have the right to know the purpose, contents, and locations of information kept on them as part of their educational records.

Students have the right to gain access to and challenge the content of their educational records. The right of challenge does not include questioning substantive judgments that are correctly recorded, such as a grade in a course. Students have the right to have some control over the disclosure of information from the records. They can expect that information in their educational records is kept confidential, and disclosed only with their permission or under provisions of the law.

Parents also have the right to expect confidentiality of certain information about them in the educational records and, under certain conditions, to gain access to the information in their child's educational record. However, since the College considers all students independent, that information which may be released to them without the student's specific permission is limited to directory information.