DEPARTMENT FOR INSTITUTIONAL EFFECTIVENESS & QUALITY ASSURANCE
Information Technology | Office of Institutional Effectiveness

Assessment Team: Program Reviews

Instructional Program Reviews

There are nine steps for completing instructional program review in the Program Assessment and Program Review Manual. For the sake of ease, if we include the Assessment Team's recommendation to VPIA as one step, there is a 10-step process which we can track with a range from 0 to 1. Members of the assessment team reviewing a program review for quality is 0.4.

Program reviews posted on the college website is 1.

Three workshops in total were held to support lead writers of program reviews due in 2020, the last of which was delayed until October due to the COVID-19 pandemic and pressures of the shift to online learning.

Instructional Program Reviews Due 2020		Lead Writer's Campus	Status 0-1
Associate Degrees (4-year cycle)	Business Administration	National Campus	0.4
	Computer Information Systems	National Campus	0.5
	Hospitality & Tourism Management	Career & Technical Education Center	0
	FMI Fishing Technology	FSM Fisheries & Maritime Institute	0.5
Certificates (2-year clycle)	Nursing Assistant Certificate	National Campus	0.2
	Basic Public Health	National Campus	0.2
	3rd-Year Specialist in Public Health	National Campus	0.2
	Community Health Assistant Training	*No students*	
	Trial Counselor	*No writer*	
	Cabinet Making/Furniture Making	Career & Technical Education Center	0.3
	Construction Electricity	Career & Technical Education Center	0.3
	Electronic Engineering Technology	Career & Technical Education Center	0.5
	Achieving College Excellence (ACE)	Chuuk Campus	0.2

Of 12 program reviews that were due in 2020, four have been submitted to the assessment team. Major works on the configuration of the Assessment Management System and training in its correct use are required to support all in the process in completing this work. The Assessment team is also reviewing the current practices of publication of assessment results and presentation of data appropriate for the purpose and intended audience.

14 program reviews are due in 2021. A series of workshops for lead writers are underway to support the timely submission of quality program reviews.

Date	Workshop Purpose	Number of Faculty Participants
11/11/2020	Learning from Experiences: How Did we Use Assessment Results from the last program review?	13
12/02/2020	Completing sections 1 & 2	7
02/03/2021	Support Completing Program Reviews, section 3 and next steps	14
04/14/2021	Finalizing program reviews and writing recommendations and action plans	

Administrative Unit Program Reviews

There are ten steps for completing administrative unit program reviews in the Program Assessment and Program Review Manual which we can track with a range from 0 to 1. Members of the assessment team reviewing a program review for quality is 0.9.

Program reviews posted on the college website is 1. No workshops for Administrative Unit Program Reviews due in 2020 were held due to the COVID-19 pandemic. Workshops for the remaining administrative units are currently underway.
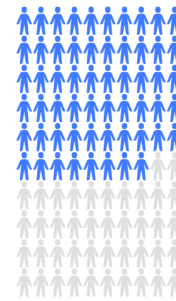
Due Date	Administrative Unit	Status of AUPR 0-1
Due in 2020	Instructional Affairs	0.9
	Learning Resources Center	
	Admissions and Records	
	CTEC Dean	
	FSM-FMI Dean	
	OIAEA (submitted early in 2019)	1
Added to calendar	Emergency Management Team 2020	0.9
	Instructional Coordinators	

Strengthen resources to meet current and future needs through revenue diversification, efficient use, innovation, effective allocation, conservation, infrastructure upgrades, and investment in human capital.
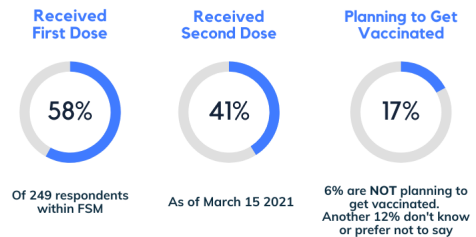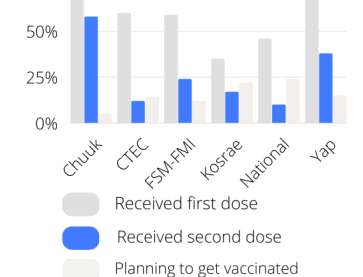
COVID-19:
Vaccination Rate of COM-FSM Employees

58%
of 249 COM-FSM employee survey respondents within FSM have received their first dose of the vaccine.

Received First Dose — 58% — Of 249 respondents within FSM

Received Second Dose — 41% — As of March 15 2021

Planning to Get Vaccinated — 17% — 6% are NOT planning to get vaccinated. Another 12% don't know or prefer not to say

Vaccination Status of Survey Respondents by Campus, March 2021

- Received first dose
- Received second dose
- Planning to get vaccinated

Official data from COM-FSM Office of Institutional Effectiveness

In support of the FSM government's minimum 70% vaccination target, on 16th February 2021, COM-FSM Emergency Management Team recommended everyone in the community aged 18 and over to get vaccinated as soon as they can. The Office of Institutional Effectiveness conducted a survey to understand the vaccination status of our college employees. As of March 15th, a total of 260 people responded, of which 11 are overseas. Of the 249 employees within FSM:

- 58% (144 people) have received their first dose of the Moderna vaccine.
- 41% (59 people) had received their second dose at the time of responding to the survey, with many expecting their second dose in March or April.
- Vaccine uptake across the campuses is quite variable, from 35% in Kosrae to 82% in Chuuk campus (first dose).
- 17% are planning to get vaccinated while 11% don't know.
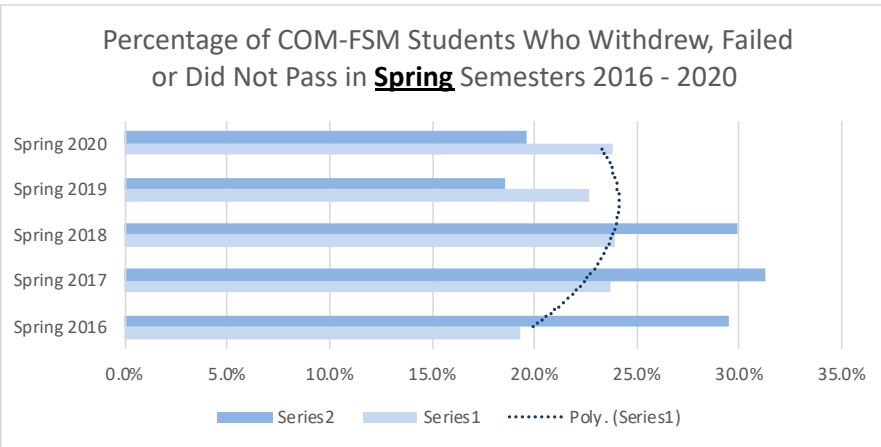- 6% are not planning to get vaccinated.

The Emergency Management Team will continue to encourage people to protect themselves and others by getting vaccinated, and continue to monitor the uptake of those among the college community.

Increase in number of students not succeeding

Evidence shows a sharp increase in the percentage of students who withdrew, failed, or did not pass when we compare semester trends from previous years.
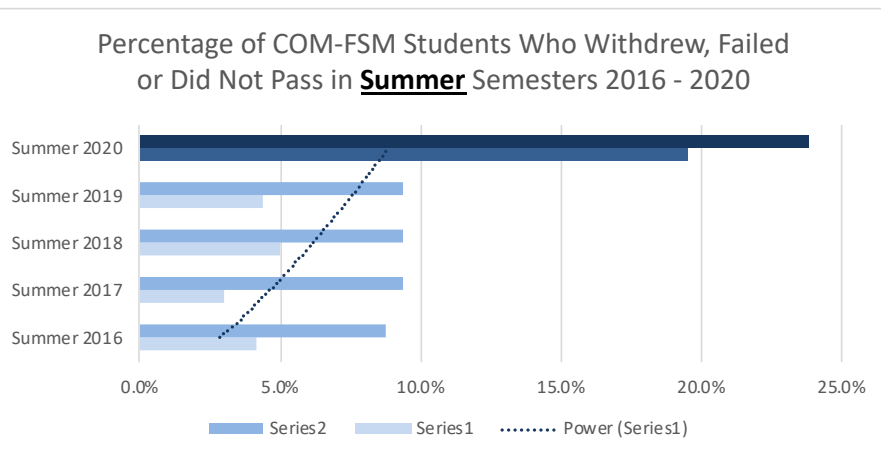
In the data below, series 1 represents the percentage of students who Withdrew. Series 2 represents the number of students who failed or did not pass. Spring 2020 semester was shortened and ended on March 16th. Students were assigned final grades based upon the work completed up until that closure. There is not much visible change in students who did not succeed in their studies.

Percentage of COM-FSM Students Who Withdrew, Failed or Did Not Pass in **Spring** Semesters 2016 - 2020

In Summer 2020, COM-FSM first offered classes online. There was a dramatic increase in the percentage of students who Withdrew, Failed, or Did Not Pass, compared to the summer sessions of 2016 – 2019.

Percentage of COM-FSM Students Who Withdrew, Failed or Did Not Pass in **Summer** Semesters 2016 - 2020

COM-FSM Website Revamp

Continuing work that began before the lock down in 2020, the college webmaster has begun meeting with various stakeholders at the college on the subject of the college website. Code named "Chicken Nut Bread", this work aims to modernize the college website to revitalize its public face as a recruitment tool for prospective studen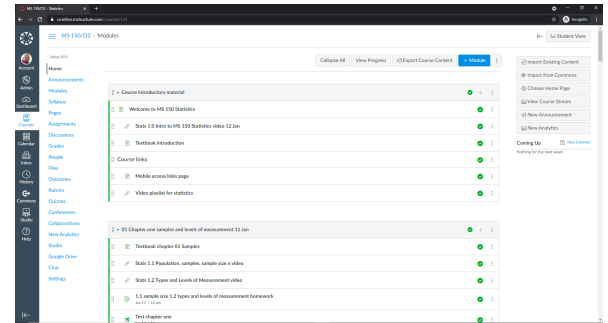ts, make it more intuitive for all users including better separation between internal and public-facing information. The webmaster is meeting with individual campus heads, office heads, programs and initiatives, and eventually at the administrative level. Timelines see the first working draft of a complete website to be completed by December 2021. The website will be launched officially with the New Year of 2022.

Satellite Dish Installed at Chuuk Campus

Kacific satellite dish was successfully installed at Chuuk Campus in January 2021. Some campuses now have a satellite dish acting as a redundant internet source should we experience issues with our primary internet connection from FSMTC. In Kosrae the satellite dish is the primary connection delivering better internet, and the FSMTC connection the redundant. The dish service is not available to the state of Yap at this time. As college programs and services are increasingly providing online options, so has the importance of being able to guarantee safe, secure, and stable connection to all stakeholders - the dishes allow the college to deliver on that.

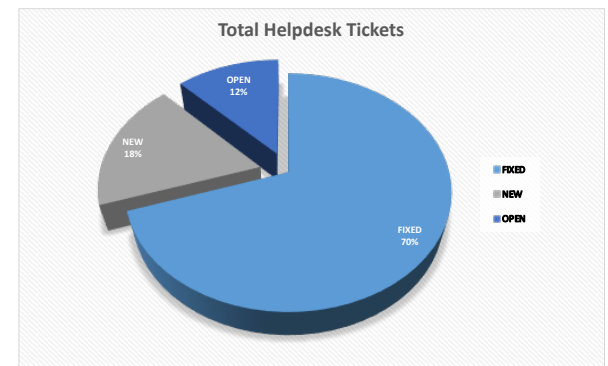## Information Technology: Canvas Learning Management System Pilot

The college is piloting Canvas learning management system (LMS) to collect data on its features and capabilities. The pilot is being conducted through 14 live courses, taught by 7 instructors from across all campuses, with a total of about 200 students enrolled. The pilot began in line with the start of Spring 2021, and will end with the semester.

While the college still uses Schoology as its primary LMS, the college needs to be able to ensure continuous improvement in delivery of online learning. Schoology is built to cater to K-12, where Canvas is the market leader of an LMS built for higher education. The results from this pilot will help the college understand how Canvas can facilitate assessment of student learning and regular substantive interaction between instructors and learners.
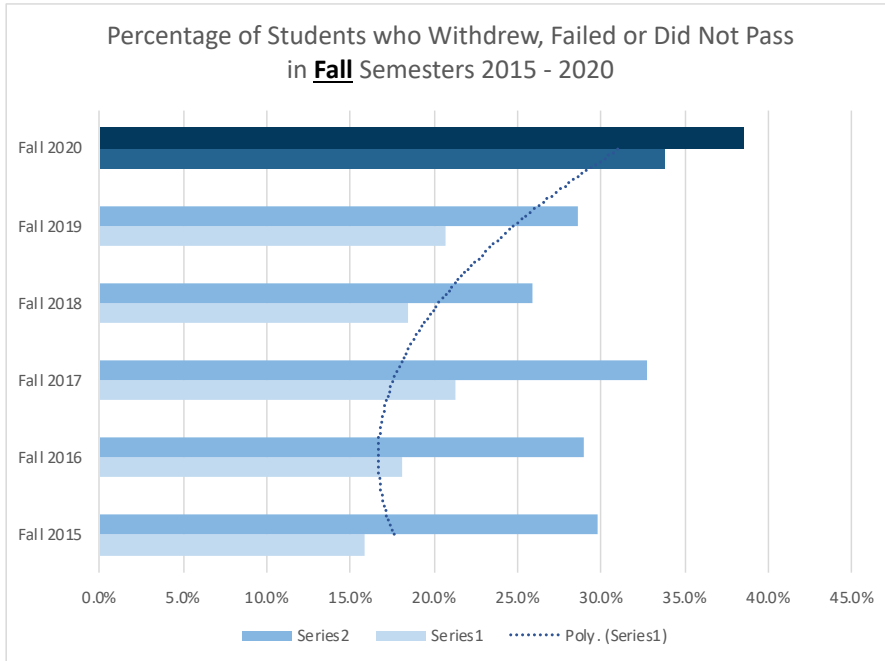
Helpdesk

From December 1, 2020, to March 1, 2021 the Helpdesk collected a total of 365 submissions through its online ticketing system. Tickets were submitted from students, faculty, and staff from across the college to the 12 tickets groups. The tickets allow for the different groups to offer assistance to all campus citizens who need help from a college service or office at any campus.

Tickets Groups	Number of Tickets
Admissions Office	20
Counseling Services	1
Financial Aid	14
Information Technology-Chuuk Campus	4
Information Technology-CTEC	8
Information Technology-Kosrae Campus	19
Information Technology-National Campus	108
Information Technology-Yap Campus	27
IT Procurement	31
Office of Institutional Effectiveness	3
Publications and Graphics	1
Web Support Group	129
Total	**365**

Fall 2020 was the start of a new academic year with the majority of programs being taught online. The percentage of students who withdrew, failed, or did not pass is higher than the Fall semesters of 2015-2019.

Percentage of Students who Withdrew, Failed or Did Not Pass in **Fall** Semesters 2015 - 2020

Semester	Unduplicated Headcount	No. of Students who Withdrew (Unduplicated)	% of students who Withdrew	No. of Students who Failed or Did Not Pass (Unduplicated)	% of Students who Failed or Did Not Pass
Summer 2020	841	164	19.50%	200	23.80%
Fall 2020	1,861	629	33.80%	718	38.60%

Efforts are being made to provide tuition waiver scholarships to students who withdrew, did not pass, or failed in Summer 2020, and Fall 2020. Out of a possible 1,711 students, eligibility criteria are being defined to identify the target recipients and help them return to learning at COM-FSM.

External Community Stakeholder Mini-Summit Series 2021

In an ongoing series of online sessions to bring together members of the community, a mini-summit for each of the four States was held in early 2021. The themes were based upon the findings of previous summits and focused heavily on workforce readiness.

State	Date, Time, **Theme**	Participants	Including...
Yap	01/28/21 2pm - 3:30pm **Yap Manpower and Workforce Readiness of COM-FSM Graduates**	19	• Senator, floor • Yap State DOE • Yap State Small Business Development Center • Yap State Public Auditor *and others*
	Recommendation • Pursue development of an Internship Opportunities list • Engage with employers to understand their interest and needs for interns – consider including this in an employer satisfaction survey. • Follow up with community when progress has been made.		
Chuuk	01/27/21 2:30 – 4:00pm **How can we improve Chuukese population's access to COM-FSM?**	7	• Chuuk Women's Council • COM-FSM Registrar Office of Admissions and Records • COM-FSM Director IT

	Recommendation
	Registrar: Consider adding questions onto 'entrance' and 'exit' surveys:
	  -Why did you choose COM-FSM? (Is 'there was no other choice' and answer option?)
	  -What do you want out of COM-FSM? / What did you want out of COM-FSM? Did you achieve that? *Compare the two answers at start and end.*
	Dean: Consider growing, expanding evening/weekend course offerings at Chuuk– publicize these among the communities, including opportunities to come to use computer labs.
	
	Director IT: Explore possibility of bringing connectivity to outer islands – if we can prove concept in outer islands of Chuuk, we can do it on outer islands across FSM.
	Chuuk women's council: we are open to working together, we have a big network of over 50 organizations.		

Computer Lab Usage

There is a decline college wide in the usage of computer labs. This may be to various reasons including a lower headcount in Spring 2021 semester, more students having their own devices, and students finding their own internet.

All computer labs have headsets and webcams that allow students to engage in online meetings, as well as be able to do work of the audio visual nature. CTEC has opened up two socially distanced classrooms to allow students to sit in a comfortable learning environment and access the campus wireless internet.

Publications & Graphics: Data January to March 2021

College news data

January 1-31, 2021
• Total Page Views: **10,316**
• (Most Viewed) Top 3 Stories (January 1-31, 2021)
1. Update from the Presidents Office (1,272 Views)
2. COVID-19 Response Update (853 Views)
3. Presidential Search Finalists (756 Views)

February 1-28, 2021
• Total Page Views: **10,747**
• (Most Viewed) Top 3 Stories (February 1-28, 2021)
1. College Releases Supplemental Financial Aid Grant (2,750 Views)
2. Higher Education Emergency Relief Fund (1,760 Views)
3. COVID-19 Response Update (853 Views)

March 1-11, 2021
• Total Page Views: **1,737**
• (Most Viewed) Top 3 Stories (March 1-11, 2021)
1. ACCJC Approves Substantive Change to Distance Learning (259 Views)
2. Dining Hall Menu (163 Views)
3. RFQ for Apple Devices (154 Views)

Media Publications
KPress Advertisement
• Volume20, Issue 22
• Volume 20, Issue 23
• Volume 20, Issue 24
• Volume 20, Issue 25
• Volume 20, Issue 26

Video Production
• Virtual Career Fair
• Diabetes Day (Mini Movie)
• Pohnpei Task Force Medical Advisor

Top Stories January - March 2021
January: Nursing Program Capping **(4,300 Reach)**
February: Get Vaccinated **(530 Reach)**
March: ACCJC Approves Substantive Change **(112 Reach)**

College of Micronesia-FSM
Strategic Plan 2018-2023: Measures of Success

Total 8 of 20 measures met - 40%
10 of 20 measures not met - 50%
2 of 20 measures lacking complete data - 10%

Strategic Measures of Success	= met = not met
Strategic Direction 1: Innovate academic quality to ensure student success'	1.1 All five CCSSE benchmarks are exceeded
	1.2 Institution-Set Standards Are Met (9/13)
	1.3 80% of students are enrolled full time
	1.4 Average student semester credits earned is 12
	1.5 Persistence rate (fall to spring) is 95%
	1.6 Persistence rate (fall to fall)is 80%
	1.7 Graduation rate (100%) is 12%
	1.8 Graduation rate (150%) is 29%
	1.9 Graduation rate (200%) is 35%
	TOTAL 3 of 9 measures met - 33%; 6 of 9 measures not met - 67%
Strategic Measure II: Strengthen resources to meet current and future needs	2.1 Operating costs reduced by 5% by innovating ad streamlining services and processes
	2.2 Balanced budget maintained
	2.3 Enrollment increased by 5%
	2.4 Reserve maintained at 40%
	2.5 Current levels of government financial support are annually maintained or exceeded
	2.6 Aggressive energy conservation measures in place reducing total annual cost by 20%
	2.7 Infrastructure upgraded in accordance with Phase I of the Facilities Master Plan
	2.8 Invest in employee development and capacity building to improve practices.
	2.9 Average college employee attrition rate is less than 5% annually.
	2.10 Employee job satisfaction survey yields overall 85% satisfaction rate.
	2.11 Employee recruitment process is revamped to significantly reduce time from recruitment to hiring.
	TOTAL 5 of 11 measures met - 45%; 4 of 11 measures not met - 36%; 2 of 11 measures lacking updated data - 18%

IEQA: External Community .... Continued from page 8.

Kosrae	02/02/21 3pm – 4:30pm **How can we best/better prepare Kosraean students for the world of work?**	9	• DOE • COM-FSM Kosrae Campus IC
	Recommendation • COM-FSM to conduct an employer satisfaction survey and • Develop an internship opportunities list for students		

Updates: Facilities and Maintenance

Infrastructure Development Projects funded under Compact II

Bids for the National Campus Student Center building and the CTEC Multi-Technical Building along Infrastructure Upgrades closed with only one contractor submitted its bid for the two buildings. The bids totaled $10.2 million which exceeded the available budget for the two projects. As a result, the CTEC Multi Technical Building will be executed while supplemental funding is being sought from the balance of the National Government share of the compact infrastructure funds. On March 2, 2021, Interim President Karen Simion sent a letter to President Panuelo requesting a $1,377,981.00 balance of the National Government share of the compact IDP funds to supplement the National Student Center project,

Construction of the CTEC Multi Technical Building is expected to begin construction by summer 2021, while National Student Center may begin soon after the supplemental funding is appropriated.

DEPARTMENT FOR ADMINISTRATIVE SERVICES
Business Office | Human Resources Office | Facilities & Maintenance
Procurement & Property Management Office

Updates: Office of the President for Administrative Services

College FY 2022 Budget
The college FY 2022 Budget was submitted to the FSM President's Office on January 14, 2021, ahead of the timeline for submission as called for by the FSM budget call for January 15, 2021. FY 2022 Operation, FMI, Board of Regents, Auxiliary Enterprises, and SEG were submitted along with the detailed performance budget format on how the fund will be used for in the next budget year. In terms of the subsidy normally requested at $3.8 Million, an additional $200k was requested to support the budget due to the projection of a slight decrease in revenues emanating from the disruption of normal class offerings caused by the COVID-19.

PPE Kits for employees and students
The Cabinet assigned the department to procure PPE Kits to be distributed to students and employees of the college as part of the efforts to support the college dealing with the COVID-19 response. The PPE Kits will be handed out free to all Spring students and employees of the college at all campuses. This distribution started on March 15th for students and employees will begin on March 22, 2021.

Emergency financial aid grant for students
The Business Office worked on the second HEERF fund assistance for students and released checks to students at all campuses on the week of February 15, 2021. This fund has helped the students cover school expenses and part of their outstanding tuition for the past semesters.

ISER writing team
The department assigned writing groups for Standard IIIA, B, and D and submitted them to the Interim President/Accreditation liaison in February 2021 to begin planning and writing the Self Evaluation Report for the college. Relevant membership of standing committees was given the role to be the principal writers of the assigned sub-standards. The members are represented from all of the campuses with greater knowledge about the status of the college with regards to the relevant sub-standards.

VPAS joined Standard IV Writing Group and was assigned to write the 13 Sub Standards IVC dealing with the board governance. The group has met three times already with an established timeline for completing its section of the writing. Among the 13 sub-standards of IVC, the writing has completed up to six sub-standards meetings the set timeline.