

Vice President for Institutional Effectiveness and Quality Assurance (VPIEQA)/Accreditation Liaison Officer (ALO)

Focus on student success

- Assessment teams have been identified for the following General Education courses to develop a Common Assessment Assignment (CAA) for each course: SS150, EN120b, MS100, SC120, and the ESS courses. CAAs will be prepared by assessment team by the end October. The purpose of the General Education CAAs is to establish common assessment for General Education across the COM-FSM system. The data will allow the General Education program to identify areas for improvement in relation to student success/ achievement. The new CAAs will provide the college/ General Education program with accurate and consistent data on student performance. The results/data will allow the General Education program to focus on improving the program. The CAAs will be developed and piloted in Fall 2013 and administered in Spring 2014 and again in Fall 2014. (SPG 1.1) (http://wiki.comfsm.fm/Assessment_Coordinator_and_Assistant-ALO)
- In collaboration with the dean of academics, a process was developed for linking COM-FSM's CSLOs (general) with COM-FSM's ISLOs. This process was presented to the CAC on October 9, 2013, and adopted and approved by the CAC in the same meeting. Division Chairs will be responsible for ensuring that the linkage process will be completed by the beginning of Spring 2014 [completed]. (SPG 1.1) (http://wiki.comfsm.fm/Assessment_Coordinator_and_Assistant-ALO)

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

- IEQA has been operating without the position of Director of Development and Community Relations for five months, and has determined departmental reorganization, cross-training, and additional training will allow for the discontinuance of this director position, achievement of efficiencies in operations, and aid fiscal responsibility. IEQA submitted formal approval for reorganization and reclassification October 15, 2013.

Invest in and build a strong capacity in human capital

- In collaboration with deans in Yap (including FMI) and Chuuk, Assessment Coordinator and Assistant ALO conducted eight trainings for staff and faculty for TracDat, General Education

Assessment, ISLO/program assessment, and Tracking CSLOs/ Student Engagement from October 8-18, 2013. In Yap(including FMI), 100% of faculty 90% and staff attended all the trainings, 95.5% of attendees strongly agreed or agreed that the training outcomes were met. In Chuuk, 98% of faculty attended all the trainings, 95.3 of attendees strongly agreed or agreed that the training outcomes were met. (SPG 4.2)

Evidence: http://wiki.comfsm.fm/Assessment_Coordinator_and_Assistant-ALO

Department Response to Self-Identified Issues: Planning Agendas

Office	Planning Agenda Item	ACCJC Standard	Work Completed & Evidence
IEQA	Continue to revisit the mission at the annual president's retreat	IA1(1 of 4)	<p>President Daisy eliminated the term retreat, as it contained past negative connotations and feelings of exclusion. Instead the term summit is now utilized. The mission was reviewed during 2012-2103 via the Visioning Summits, Board of Regents Visioning Exercise, the Mission Statement Working Group, the Strategic Plan Working Group, a college-wide survey and the Executive Committee. The history of this process is captured in the 2013 Accreditation Reports:</p> <ul style="list-style-type: none"> • Combined Midterm and Follow Up Report http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf • Supplemental Report http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf <p>With reaffirmation of accreditation June 2013, and in compliance with the Commission's <i>Policy on Substantive Change</i>, IEQA will submit a substantive change report to the Commission in November 2014, for approval to change the college mission statement.</p> <p>Moving forward, the VPIEQA will request the Executive Committee review, deliberate and recommend to the Board of Regents, the expected process for mission review, both informally and formally.</p>
IEQA	Continue to evaluate and assess the effectiveness of our mission statement.	IA1 (2 of 4)	Evidenced under I.A.1.
IEQA	Revise the mission statement as needed in light of changing environmental factors such as outward	IA1 (3 of 4)	Evidenced under I.A.1

	migration, workforce needs, reduced funding allocations, and regional and global factors.		
IEQA	Develop specific goals and objectives for addressing the “uniquely Micronesian” component of the mission.	IA1 (4 of 4)	This matter has been resolved, and is captured in the Visioning Summit Reports of fall 2012 and Accreditation Reports from spring 2013. <ul style="list-style-type: none"> • Combined Midterm and Follow Up Report http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf • Supplemental Report http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf
IEQA	Continue to revisit the mission on a regular basis and revise as necessary.	IA2-4 (1 of 3)	Evidenced under I.A.1.
IEQA	Include questions in annual stakeholder survey related to knowledge, understanding, and support of the mission.	IA2-4 (2 of 3)	Annual stakeholder surveys have not been conducted. However, data on the mission from stakeholders is captured in the Visioning Summit Reports of fall 2012 and the Board of Regents Visioning Exercise. <ul style="list-style-type: none"> • Visioning Summit 2012: August 8-9, 2012, National Campus http://www.comfsm.fm/irpo/visioning-summit/Visioning-Summit-2012-REPORT.pdf • Chuuk Campus: ChAWG Report on Chuuk Min-Summit http://www.comfsm.fm/accreditation/2013/midterm-report/MiniSummitRpt_Chruik.pdf • Kosrae Campus Report: Phase II Visioning Summit http://www.comfsm.fm/accreditation/2013/midterm-report/Report_on_Phase_II_Visioning_Summit_at_Kosrae_Campus.pdf • Yap Campus Mini Visioning Summit Report http://www.comfsm.fm/dcr/misc/yap/Mini-Visioning-Summit-Report_Yap.pdf • Board of Regents Visioning Exercise http://www.comfsm.fm/accreditation/2013/midterm-report/COM-FSM.Visioning_Exercise_Summary.8.10.12.pdf

Information Technology Office

IEMP ITO Performance: Information Technology

Outcome	Strategies/Action Steps	Timeline	KPI Target FY 2014	Current Performance or Actual	Notes towards improving performance below targets
TP1: To deliver effective technology services to support college services	TP1.1 Maintenance and expansion of systems to accommodate and support mission critical technology functions.	Continuous	Bandwidth Improvements to meet higher needs of mission critical COM-FSM services	Network Contracts re-negotiated, new higher bandwidth rates in effect. 2 Central Servers Updated and Replaced. Campus managed alerts and communications improvements realized. Networking equipment modifications and security improvements on wifi authentication systems up to date.	
TP2: Enhance physical infrastructure to support communication and information services	TP2.3: Purchase technology refresh for computer labs based on schedule, funds permitting, inclusive of all technology needs to match	Continuous	Student networks and computer lab equipment refreshed based on 2 year cycle and functional to meet curriculum needs and technology	A total of 4 computer labs have been completely refreshed with new equipment and updated software to match curriculum needs.	

	curriculum and associated technology needs.		standards.	Another three will be complete by the end of December 2013.	

Networks: IT continues to work toward improving the overall COM-FSM technology system in support of mission critical functions.

IT is actively pursuing potential options to make existing networks faster and therefore services we offer more effective. Yap, Chuuk and Kosrae Campuses have now all had their primary connections for internet services changed to DSL a type link at rates of 1537/768 kbps each. Pohnpei campus switched to a DSL link also at 1537/768 kbps but their T1 utilization remains for overhead and local connection needs for e-mail and SIS. FMI campus retains their T1 link to Yap campus as their primary internet service line. The link type change is offers larger bandwidth speeds for internet and viable options for bandwidth and associated services inter campus over a secondary DSL link.

The second DSL type connection at a lower data rate for Yap, Chuuk and Kosrae Campuses is now used for intercampus bound traffic only such as VoIP, SIS and COM-FSM e-mail only, at 1024 kbps asymmetric.

Website: WebSite improvement efforts continue. IT continues collaboration efforts with different units to accommodate website updates and relevancy. The effort is to further improve the website by improving speed and accuracy of news content from our sites to their constituents as well as to a broader audience.

Master Planning Calendar and search of the Master Calendar are new features on the website. (*Communications Plan Goal.*)

SIS Developments

The progress on work towards the goals of continuous improvement of the COM-FSM SIS database continue. The ability to accept credit card payments is unresolved and we had to move ahead without the capability. Online Registration occurred mainly at National and Pohnpei Campus during the November early registration period. Overall, about half of registrations are being made via SOR. As of 11/18/13 these are the results. (*SOR: Student Online Registration)

	Campus	Advisors approving students	Students Approved by Advisors	Students Registered using SOR	Sections registered via SOR	Credits registered via SOR	Total Sections registered	Total Credits registered	Percent Sections via SOR	Percent Credits via SOR
Nov 12, 2013	All	36	170	123	427	1372	885	2837	48.25%	48.36%
	Pohnpei		88	71	237	783	283	933	83.75%	83.92%
	National		82	52	190	589	602	1904	31.56%	30.93%
Nov 13, 2013	All	46	167	138	428	1375	776	2465	55.15%	55.78%
	Pohnpei		88	85	260	860	317	1035	82.02%	83.09%
	National		79	53	168	515	459	1430	36.60%	36.01%
Nov 14, 2013	All	40	97	130	380	1162	685	2125	55.47%	54.68%
	Pohnpei		49	64	150	476	241	765	62.24%	62.22%
	National		48	66	230	686	444	1360	51.80%	50.44%
Nov 15, 2013	All	38	81	99	289	916	631	2004	45.80%	45.71%
	Pohnpei		40	45	118	385	242	772	48.76%	49.87%
	National		41	54	171	531	389	1232	43.96%	43.10%
Current	All	61	514	416	1487	4709	2905	9204	51.19%	51.16%
	Pohnpei		261	225	749	2449	1055	3412	71.00%	71.78%
	National		253	191	738	2260	1850	5792	39.89%	39.02%

Institutional Research and Planning Office

The Institutional Research and Planning Office report focuses 1) implementation of the Integrated Education Master Plan (IEMP) against the strategic plan of the college and 2) linkages of accomplishments for there the quarter against Accrediting Commission for Community and Junior Colleges (ACCJC/WASC) standards. A survey was also conducted with Vice Presidents regarding implementation of the IEMP and strategic plan. A revised quarterly reporting format highlights the linkages between the strategic plan strategic directions and the college's IEMP and accreditation standards. An example is show below:

Office	Accomplishments	IEMP #	ACCJC Standard

Reviewing the 4th quarter report using the revised format provided direct evidence that generally, departments understand and are linking their accomplishments against strategic directions, the IEMP and ACCJC/WASC standards.

- Instructional affairs have linked approximately 95% of accomplishments against ACCJC standards and the IEMP.
- Student services have linked 100% of accomplishment against both ACCJC standards and the IEMP.
- Cooperative research and extension services have linked their accomplishments against ACCJC standard.
- Institutional Effectiveness and Quality Assurance (IEQA) has linked some accomplishments against ACCJC standards.
- Administrative services report had not been completed at the time of the review.
- President's office has linked items to the ACCJC standards.

A 5 item survey was provided to the Vice Presidents (except for VPIA who was ill at the time of the survey) regarding implementation of the reporting/tracking of accomplishments format against the IEMP and

ACCJC standards. The items dealt with ease of understanding of the format, linking accomplishments against the strategic directions and IEMP and recommendations for improved implementation.

The Vice Presidents felt the reporting format allowed ease of use in understanding and reporting of linkages between the IEMP, ACCJC standards, and the strategic plan. A common request was for additional training on the linkages with emphasis on linking the IEMP with the strategic plan.

Selected Measures of Success

Measures of success have been established for the strategic directions in the strategic plan. The process for setting targets is underway and will be completed prior to the next reporting period.

To give a brief overview of the measures of success, the following table has been prepared with selected measures of success. Comparisons are made between the most recent data and the most current three year averages with an indicator if the current measure is above or below the three year average. Future reports will report against actual targets.

**Measures of Success Strategic Plan
Board of Regents Report - December 2013**

	Fall 2010	Fall 2011	Fall 2012	Fall 2013	3 year average	Most recent data compared to 3 year average
Enrollment (Headcount) Fall	2699	2913	2744	2446	2701	Below
Enrollment (FTE) Fall	2707	2845	2602	2332	2593	Below
Enrollment (New Students) Fall	654	743	700	481	641	Below
Enrollment by state of origin (%)						
Chuukese (47.4% of FSM population)	24.50%	20.90%	20.20%	18.20%	19.8%	Below
Kosraen (6.4% of FSM population)	10.20%	10.20%	11.20%	12.90%	11.4%	Above
Pohnpeian (35.1% of FSM population)	52.90%	57.00%	56.40%	56.5%	56.6%	Below
Yapese (11.1% of FSM population)	12.40%	11.60%	11.90%	12.1%	11.9%	Above
Credits	32479	34145	31228	27986	31120	Below
Percent of student enrolled full time (enrolled for 12 or more credits) fall semesters	74.5%	69.4%	64.9%	66.6%	67.0%	Below
Percent of students earning 12 or more credits fall semesters	44.80%	41.80%	39.30%		42.0%	Below
Average student credits enrolled (Fall)	12.1	11.8	11.4	11.4	11.5	Below
Average student credits attempted (Fall)	10.5	10.4	10.2		10.4	Below
Average student credits earned (Fall)	9.5	9.1	8.8		9.1	Below
Percent of students in good academic standing (%) (students with 2.0 GPA or above)	75.90%	77.20%	79.30%		77.5%	Above
Enrollment by gender (Fall) % women	54.00%	53.00%	54.00%		53.7%	Above
Retention Rates (percent of new full time students in fall semester who return to school the next fall semester)	64.40%	64.90%	55.10%	63.80%	61.3%	Above
Course completion (Fall) % ABC or P	67.90%	68.00%	68.30%		68.1%	Above
Per withdrawals	6.20%	6.50%	6.80%		6.5%	Above

	Spring				3 year average	Most recent data compared to 3 year average
Measure of Success Spring	Spring 2010	2011	Spring 2012	Spring 2013		
Average student credits enrolled (Spring)	11.9	12	11.7	11.4	11.7	Below
Average student credits attempted (Spring)		10.6	10.3	9.8	10.2	Below
Average student credits earned (Spring)		9.3	8.9	8.2	8.8	Below
Course completion Spring % ABC or P		68.20%	66.20%	62.50%	65.6%	Below
Withdrawals	9.90%	8.20%	9.20%	12.60%	10.0%	Above

	2008	2009	2010	3 year average	Most recent data compared to 3 year average
Measure of Success Fall Cohorts					
Graduation rate (full time cohort) 150%	11.90%	12.40%	13.20%	12.5%	Above