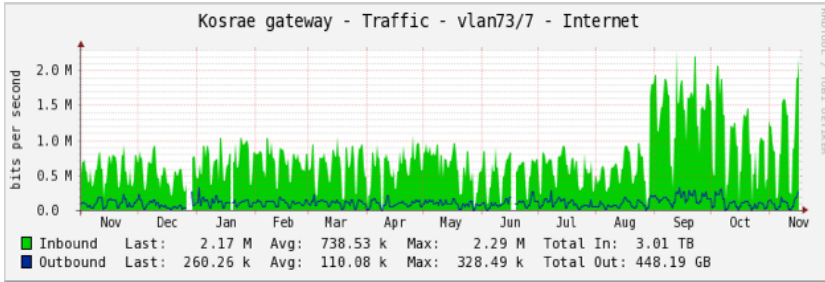**Department for Institutional Effectiveness & Quality Assurance**

INSTITUTIONAL EFFECTIVENESS & QUALITY ASSURANCE | INFORMATION TECHNOLOGY | OFFICE OF THE INSTITUTIONAL EFFECTIVENESS

Kosrae gateway - Traffic - vlan73/7 - Internet

| | Inbound | Last: 2.17 M | Avg: 738.53 k | Max: 2.29 M | Total In: 3.01 TB |
| | Outbound | Last: 260.26 k | Avg: 110.08 k | Max: 328.49 k | Total Out: 448.19 GB |

Innovating Academic Quality

August 2017, bandwidth service at Kosrae Campus was improved with the installation of a new link that is active and experiencing near 100% usage (see Kosrae Gateway Traffic figure). The LAN fiber optic cable was relocated at Pohnpei Campus to allow for a future, single mode fiber ring positioned as part of the college's internet service provider network. WiFi expansion has occurred across Chuuk, National, Pohnpei, and FMI Campuses. Copper cables at FMI Campus were rerouted and service was enhanced with the installation of a fiber optic cable. National Campus has IP surveillance cameras installed with additional units being added, and Pohnpei Campus is being assessed for installation of a similar system. Enhanced internet speed and expansion of WiFi offers the potential to improve the quality and effectiveness of instruction by providing additional options for educational delivery, improving communications and partnerships between students and faculty, creating options for a flipped classroom experience, and expanding research capability.

NCCB 2017 Report: Strengths

Released in the 2017 National Community College Benchmark Project (NCCBP) report, the college was a top performing institution for the following benchmarks:

1. Instructional Cost per FTE Student
   ▷ **Rank <1st Percentile (Low is better)**
2. Instructional Cost per Credit Hour
   ▷ **Rank <1st Percentile (Low is better)**
3. Next-term Persistence Rate
   ▷ **Rank >99th Percentile**
4. Fall-fall Persistence Rate
   ▷ **Rank >99th Percentile**
5. CCSSE Support for Learners Benchmark Mean
   ▷ **Rank >99th Percentile**
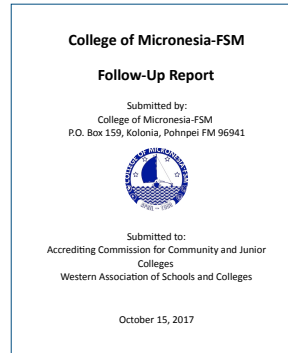
NCCB 2017 Report: Opportunities for Improvement

The college had the following benchmarks as opportunities for improvement:

1. % of Students that Received a Passing Grade in College-Level Courses of those that Completed the Course
   ▷ **Rank <1st Percentile**
2. Tuition and Fees as Percentage of Median Service Area Income
   ▷ **Rank >99th Percentile (Low is better)**
3. % of Distance Learning Credit Hours of Total Credit Hours
   ▷ **Rank <1st Percentile**
4. % of Full-Time, First Time Students that Transferred in Three Years
   ▷ **Rank <1st Percentile**

COM-FSM ALUMNI Pohnpei Chapter Officers and members

Quality Assurance

College of Micronesia-FSM

Follow-Up Report

Submitted by:
College of Micronesia-FSM
P.O. Box 159, Kolonia, Pohnpei FM 96941

Submitted to:
Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges

October 15, 2017

October 15, 2017, COM-FSM submitted its *Follow Up Report* to the Accrediting Commission for Community and Junior Colleges (ACCJC). The college has requested to appear before the Commission when they meet in January 2018 to make a decision on the status of COM-FSM. President Daisy is the individual who must speak representing the institution and his presentation is restricted to five minutes. After his presentation, the Commission may ask additional questions. Attending with President Daisy will be the Board of Regents Chairperson, Tulensru Waguk, and the college Accreditation Liaison Officer (ALO), Frankie Harriss. Though neither can make a presentation, the Commission may ask questions of any three of the participants. The college will be later notified by the Commission of the formal action taken. The college is next focused on its *Midterm Report* and the *Quality Focus Essay* component of that report. The Midterm Report is required for all institutions and is due half way through the seven-year accreditation cycle.

Automating Analytics

IEQA has collaborated with Periscope Data to automate its instructional Program Data Sheets (PDS) and other essential analytics. The automated PDSs are now present on the college website. Automating these calculations significantly reduces staff hours needed to annually provide these program data performance updates to the college community. Dashboards for other key institutional performance measures such as the institution-set standards, mission fulfillment indicators, and strategic plan measures of success will also be automated. The aim is to ensure timely, accurate data updates, and to free staff time for trend analyses and communicating those trends to relevant stakeholders to inform decisions and actions. In other words, more time focused on strategically using data rather than the majority of time spent generating these data.

Strengthen Resources

To reduce operating costs by innovating and streamlining services, IEQA, in collaboration with Cabinet and Human Resources, has examined its departmental structure for re-organization. The department possesses long-term talent, and preferred an approach that capitalizes on and rewards that talent. The recently vacated dean of assessment position was evaluated and it was determined that the dean of academic programs (DAP) and vice president for institutional effectiveness and quality assurance (VPIEQA), with support from the other three vice presidents, can fulfill the responsibilities previously allocated to the dean of assessment. Thus, the dean of assessment position was eliminated. The director of the office of institutional effectiveness (OIE) position was also evaluated, and it was determined that position could also be eliminated. Instead, the department is investing in the development and capacity building of the two OIE staff members who now directly report to VPIEQA. Additionally, the VPIEQA position has absorbed the high-level responsibilities of the director position.

College capacity for understanding and proactively adhering to accreditation standards has been greatly enhanced over the last five years, allowing more time for VPIEQA to focus on institutional effectiveness. Additionally, the director of information technology position has absorbed responsibilities as the assistant ALO. Automating institutional data analytics through technological applications and programming has also made this departmental reorganization possible. Two mid-level administrative positions were eliminated to support reclassification of four existing IEQA positions with greater levels of responsibility. This change rewards and fosters talent, while also reducing the annual operating cost, and thus helps to deliver two strategic plan measures of success.