

College of Micronesia – FSM
Institutional Effectiveness and Quality Assurance (IEQA)
FY 2014 First Quarter Performance Report¹
October 1st – December 31st, 2013

Mission Statement

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.

Vision

College of Micronesia-FSM will provide educational opportunities of the highest quality and will embrace the life-long pursuit of knowledge and the enrichment of the diverse Micronesian communities we serve.

Strategic Directions:

- *Focus on student success*
- *Emphasize academic offerings in service to national needs*
- *Be financially sound, fiscally responsible, and build resources in anticipation of future needs*
- *Invest in and build a strong capacity in human capital*
- *Become a learning organization through development of a learning culture guided by learning leaders*
- *Evoke an image of quality*

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

Focus on student success

Office	Accomplishments	IEMP #	ACCJC Standard
IRPO	Research: IPEDS Fall 2013 collection included the institutional characteristics, completions, and 12 - month enrollment components. IPEDS locked on October 14, 2013		
IRPO	Five Data Requests fulfilled		
ITO	<p><i>SIS Developments</i></p> <p>The progress on work towards the goals of continuous improvement of the COM-FSM SIS database continue. The ability to accept credit card payments for Student Online Registration (SOR) remains unresolved but we have moved ahead without the capability by accepting manual payments and purging registration that remain unpaid by set dates.</p> <p>Update of work completed:</p> <ul style="list-style-type: none"> ● LDAP database re-sync needed at PNI campus (not updating with records from master) ● multiple issues; research on using LDAP auth for Ubuntu systems (see https://help.ubuntu.com/community/LDAPClientAuthentication) ● Finished work on class schedule; installed as http://www.comfsm.fm/myShark/1.20/sectionEnr.html ● Updated SOR stats; developed and tested code for the 0 TERM state problem ● Fixes for Safari (Mavericks) tabs and row-lock bugs ● Updates to Promissory Note report (requested by Comptroller) ● Work on requisite and/or ability (still need to deal with printing combinations of courses in multiple forms, reports; need changes to Course form for new requisite field), Work on requisite and/or (coding complete) ● Upgraded DEV to new 1.21 version; work to bring portal code in sync with 1.21 release changes ● Work on Admissions application forms ● Work on auto-generated e-mail lists for current sections, changed E-Mail Lists form to include source and groupKey1 columns; create source table and form (integrated with A/R source in ar.account) 		

Student Online Registration (SOR) occurred mainly at the National and Pohnpei Campus during early registration and again during the regular registration period. SOR Results as of 1/10/14:

	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%
Nov 18, 2013	All	3	5	10	20	65	46	140	43.48%	46.43%
	Pohnpei		2	3	8	27	8	27	100.00%	100.00%
	National		3	7	12	38	38	113	31.58%	33.63%
Jan 7, 2014	All	50	237	173	486	1560	2128	6767	22.84%	23.05%
	Chuuk		0				338	1091	0.00%	0.00%
	Kosrae		0				265	856	0.00%	0.00%
	Pohnpei		89	72	184	628	457	1495	40.26%	42.01%
	Yap		40	25	66	219	193	633	34.20%	34.60%
	National		108	76	236	713	875	2692	26.97%	26.49%
	All	28	43	48	98	254	837	2725	11.71%	9.32%
Jan 8, 2014	Chuuk		1	1	4	14	196	633	2.04%	2.21%
	Kosrae		0				61	204	0.00%	0.00%
	Pohnpei		15	17	33	46	136	455	24.26%	10.11%
	Yap		4	5	13	46	128	445	10.16%	10.34%
	National		23	25	48	148	316	988	15.19%	14.98%
	All	15	22	12	26	81	139	443	18.71%	18.28%
	Chuuk		0	0	0	0	9	29	0.00%	0.00%
Jan 9, 2014	Kosrae		2	0	0	0	25	77	0.00%	0.00%
	Pohnpei		6	6	11	38	43	145	25.58%	26.21%
	Yap		1	1	1	3	1	3	100.00%	100.00%
	National		13	5	14	40	61	189	22.95%	21.16%

*For each student that registered online, is one less person standing in line.

ITO

Networks and Systems: IT continues to work toward improving the overall COM-FSM technology system.

	<p>IT is actively pursuing potential options to further make existing networks faster and therefore services we offer more effective. Faster Network and Internet Speeds means services get delivered, and content is able to flow to where it is intended. Slow service means services are not delivered, therefore hampering student success. Yap, Chuuk and Kosrae Campuses continue usage of their new primary connections for internet services changed to ADSL with data rates of 1537/768 kbps each. Pohnpei campus also on ADSL link continues on their 1537/768 kbps via T1 link, this appears to be working well in terms of overhead and local connection congestion problems in the recent past. 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.</p> <p>All campuses except for PNI campus and FMI continue on to use a second ADSL type connection at a lower data rate for intercampus bound traffic only such as VoIP, SIS and COM-FSM e-mail only, at 1024 kbps asymmetric. VOIP quality has improved, the results are promising.</p> <p>Cost for changes are approximately \$2000 more per month compared to the previous service contract with FSMTC.</p> <p>Others:</p> <ul style="list-style-type: none"> ● Install egress queue at Kosrae; tested with active call and other data in pathway (experienced drops, even while overall usage never reached circuit capacity); tracing access to non-existent router? ● Traffic from Pactel connection in Yap; SMTP, squid and ip_contrack all showing activity; need to disconnect satellite until firewall can be configured ● Disabled Pactel satellite connection at switch (at9000com2 port 20); determined at9000com1 is best option for VLAN at Palikir (has shark.nas.palikir interface attached) ● Updated display panel update script for longer CURL timeouts when performing updates; installed nx-server and nx on www for improved remote access; created Pactel VLANs, vlan interfaces (on shark and yapgw), and updated iptables entries for new connections behind firewall ● Change FMI T1 to use unnumbered addressing, priority-list for VoIP traffic; fixed atmailconfig.js 404 error (with symlink to correct location) ● Added FMI router to cacti; updated routing on yapgw.comwan to reflect change to unnumbered interfaces on yap router; update iptables on yapgw to allow telnet from comwan address (for admin access to FMI router) ● Back-ported PacketFence v.4.0.6 changes to 3.6.1, Updated pfserver.kolonia with 3.6.1 changes; 		
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	<p>monitoring, Update pfserver.palikir with 3.6.1-1 changes; monitoring</p> <ul style="list-style-type: none"> ● Updated remaining PacketFence systems (Kosrae, Chuuk, Yap); monitoring; debugging block-unwanted issue and Perl TransHandler; new logoFSM.png ● Investigating squid fault (signal 6) on pfserver.palikir; updated, installed version (signal is an abort(3) call being made by the application itself; cause not identified) ● auto-generated e-mail lists for current sections, E-Mail lists (continued); changed E-Mail Lists form to include source and groupKey1 columns; create source table and form (integrated with A/R source in ar.account), lists (continued); tested changes to LDAPsync and LDAP.php (section-based lists, and open alias changes) ● Update php release on all Linux systems for SSL bug fix ● Added vlan120 definition to Yap (yapgw.toraq) dhcpd config ● Disk space high on idb.palikir; added purge on /var/www/RSSCache for files not modified for 30 days ● Removed ingress qdiscs from systems at National campus (blacktip, shark, www) ● Building egress queue for VoIP traffic prioritization at state campuses with dual-DSL configuration ● Updated display panel update script for longer CURL timeouts when performing updates; installed nx-server and nx on www for improved remote access; created Pactel VLANs, vlan interfaces (on shark and yapgw), and updated iptables entries for new connections behind firewall ● Disk space high on idb.palikir; added purge on /var/www/RSSCache for files not modified for 30 days 		
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Month	Campus	Host	Database	Rows	Bytes	Disk (MB)	
December	MySQL Database Usage	National	idb	dev	2,781,914	243,679,232	647.56
				moodle	5,762	3,541,500	158.22
				prod	3,251,331	352,124,928	4,288.44
				test	28,433,433	3,885,942,230	8,678.79
			rackmon	cacti	44,216	7,618,560	3,499.14
			pfserver	pf	235,755	26,460,160	4,222.00
		Chuuk	pfserver	pf	55,339	9,093,120	3,298.75
		Kosrae	pfserver	pf	39,033	4,194,304	4,090.39
		Pohnpei	pfserver	pf	71,581	8,912,896	3,407.55
		Yap	pfserver	pf	32,256	5,718,016	3,474.46
		Total			34,950,620	4,547,264,946	35,765.30
			Host	Configured	Allocated	Used	
	Server Disk Space	National	blacktip	438.88	112.46	62.10	
	(all figures in GB)		idb	1,187.84	56.52	18.98	
			nas	4,659.20	3,669.91	1,277.48	
			pfserver	915.31	147.94	132.95	
			rackmon	297.60	153.04	98.20	
			shark	3,727.36	617.32	346.29	
			www	2,785.28	689.21	70.06	
		Chuuk	chuukgw	312.78	124.40	62.28	
			pfserver	297.60	59.53	5.87	
		Kosrae	kosraegw	312.78	124.40	63.53	
			pfserver	1,392.64	59.15	6.87	
		Pohnpei	pohnpeigw	312.78	124.40	63.57	
			pfserver	297.60	59.53	6.50	
		Yap	yapgw	327.68	124.40	63.19	
			pfserver	297.60	59.53	5.91	
		Total		17,562.93	6,181.75	2,283.79	
		Active Accounts	Delivered Messages	SPAM deleted before delivery	Virus infections intercepted		
	E-Mail	4972	571733	33735	93		
		Campus	Attachments	Devices			
	Network	National		2078			
		Chuuk		1045			
		Kosrae		556			
		Pohnpei		1562			
		Yap		629			

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

Office	Accomplishments	IEMP #	ACCJC Standard
ITO	Further consolidation of COM-FSM system-wide communications billing, resulting in cost reductions from cancellations of ghost accounts and unused services. An estimated \$2000 per monthly billing in ghost accounts have been disabled. An estimated \$1500 in monthly billing has been eliminated so far due to consolidation or elimination of paid services.		

<p align="center">Be financially sound, fiscally responsible, and build resources in anticipation of future needs – Measures of success</p>
<p>Endowment and Fund balance</p> <ul style="list-style-type: none"> • Percent decrease in fund balance per year will not exceed five (5) percent. • Dollar amount and percent change in endowment per year. Target for fundraising is \$50,000 annually. The Friends of the College of Micronesia – FSM foundation is currently being organized and will be setting endowment targets in AY 2013/14.

Invest in and build a strong capacity in human capital

Office	Accomplishments	IEMP #	ACCJC Standard
IEQA	<p>In collaboration with Kosrae’s dean, the Assessment Coordinator and Assistant ALO conducted four trainings for staff and faculty for TracDat, General Education Assessment, ISLO/program assessment, and Tracking CSLOs/ Student Engagement from November 18-23, 2013. In Kosrae, 100% of faculty and 95% of staff attended the trainings. Survey results: 92.8% of participants strongly agreed or agreed that the training outcomes were met. 95.7% of participants felt that the overall training was either excellent or good. The most common comment was that there was not enough time for hands on work.</p> <p>Evidence: http://wiki.comfsm.fm/Assessment_Coordinator_and_Assistant-ALO</p>		

**Become a learning organization through development of a learning culture guided by learning leaders
– Measures of success**

Learning Organization

Learning Centered Community Colleges

The Learning College is based on six key principles (O'Banion) :

- The Learning College creates substantive change in individual learners.
- The Learning College engages learners as full partners in the learning process with learners assuming primary responsibility for their own choices.
- The Learning College creates and offers as many options for learning as possible.
- The Learning College assists learners to form and participate in collaborative learning activities.
- The Learning College defines the roles of learning facilitators by the needs of the learners.
- The Learning College and its learning facilitators succeed only when improved and expanded learning can be documented for learners.

Policies

- One hundred (100%) percent of policies to be reviewed and updated by 2016.

Evoked an image of quality

Office	Accomplishments	IEMP #	ACCJC Standard
IRPO	<p>All trainings attended and provided were given to provide better leadership and developing the quality of work in the working environment.</p> <ul style="list-style-type: none"> • FSM Census - REDATA <ul style="list-style-type: none"> ○ IRPO Director Mr. Jimmy Hicks attended a 3 day workshop at Palikir, FSM National Government (Capital). Training on extracting FSM 2010 Census Data • PPEC factsheet <ul style="list-style-type: none"> ○ Developed PPEC factsheet and reported to ACCJC • Strategic Plan <ul style="list-style-type: none"> ○ Provided training sessions with VP Jim Currie regarding CRE's strategic plan. • TracDat <ul style="list-style-type: none"> ○ Continue training by IRPO for implementation of TracDat has included emphasis on quality 		1.B.

	issues for developing outcomes, strategies and targets to reflect what is in the IEMP and strategic plan and address impact on measures of success.		
IRPO	Published the COMFSM Master Planning Calendar on its website.		
ITO	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 now established features on the website.		

Oct 1, 2013 - Dec 31, 2013

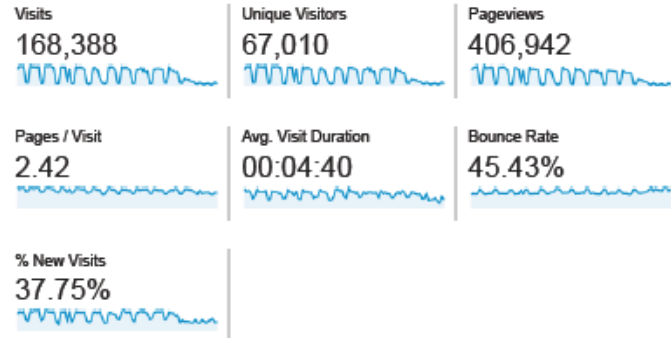
Audience Overview

All Visits
100.00%

Overview



67,010 people visited this site



ITO

Quarterly Report November-January 2014

Summary:

	<p>News stories produced: 42 stories Announcements Produced: 30 Announcements Publications/Graphics: 15 Publications/Graphics</p> <p>Publications:</p> <ol style="list-style-type: none"> 1. World Diabetes Day Program 2. World Diabetes Day Poster/Flier 3. World Aids Day Program 4. World Aids Day Poster/Flier 5. ChuuChok Fundraising Concert Poster 6. Strategic Plan Poster (IEQA) 7. Forum Lecture (Australian Embassy) Poster 8. Forum Lecture (UNESCO) Poster 9. IRPO Calendar Poster 10. Forum Lecture (NOC) Poster 11. FSM-Telecom Ad for 2014 Directory 12. EducationUSA Flier for Yap & Chuuk 13. Part Time Instructors Ad for Kpress 14. Holiday Announcement for COM-FSM 15. Job Fair Flier 		

Evoke an image of quality – Measures of success
<p>Internal</p> <ul style="list-style-type: none"> • Recognition of excellence awards annually. • Accreditation reaffirmation <p>External</p> <ul style="list-style-type: none"> • Alumni and employer survey: Surveys revised based on strategic plan and to be administered in Spring 2014 to set baseline data.

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 migration, workforce needs, reduced funding	IA1 (3 of 4)	Evidenced under I.A.1

	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)	<p>This matter has been resolved, and is captured in the Visioning Summit Reports of fall 2012 and Accreditation Reports from spring 2013.</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
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)	<p>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.</p> <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 .
IEQA	Develop strategies to demonstrate the link between board actions and directives to show the college’s mission and goals.	IA2-4 (3 of 3)	

IRPO	Continue efforts to increase data driven decision making with committees, programs, departments, and divisions across all campus sites.	IB1 (1 of 3)	<p>Information and data</p> <p>Through direct access to its website, IRPO has been able to provide updated trends data that is accessible by the college community. Data trends include desegregated trends data for: headcount, FTE, credits, average credits (enrolled, attempted and earned), full time (≥ 12 credits) enrolled and earned, breakdowns by majors, graduation rates, completers, course completion, etc.</p> <p>http://www.comfsm.fm/?q=irpo-data-center</p>
IRPO	Continue efforts to provide timely and easy access to institutional data through the college website.	IB1 (2 of 3)	<p>Data Reporting</p> <p>same as IB1 (1 of 3) above</p> <p>Quarterly Report</p> <ul style="list-style-type: none"> FY2013 4th Quarterly Performance Reports prepared and submitted the approved report to FSM President’s Office and SBOC Office on Friday, November 29, 2013. Reports are published and distributed to the COM-FSM Vice Presidents and Office heads.
	Regularly update and publish the college annual fact book, enrollment management indicators, and “institutional scorecard”.	IB1 (3 of 3)	
IEQA	Continue to increase awareness of the Institutional Assessment Plan across all sectors of the college.	IB2 (1 of 3)	
IEQA	Improve communication and timely sharing of assessment	IB2 (2 of 3)	

	results between and among the various standing committees and stakeholders.		
IEQA	Establish clear timelines for transmitting recommendations and decisions regarding changes of funding levels in order to restructure stated goals and objectives.	IB2 (3 of 3)	
IEQA IRPO	Continue to develop institution wide understanding and acceptance of the assessment program review process and its relationship to resource allocation.	IB3-4 (1 of 4)	<p>TracDat Continuing the use of TracDat and providing assistance to the College. (System wide).</p> <ul style="list-style-type: none"> ● Populating TracDat by developing more users and assisting inputting of reports as requested. ● Set up of trainings requested ● Gave out trainings (October - December 2013), 5 trainings
IEQA	Ensure leveling of learning outcomes over time.	IB3-4 (2 of 4)	Neither the meaning nor genesis of this planning agenda could be determined.
ITO	Increase bandwidth to allow for easier communication and regular and meaningful input by all campuses	IB3-4 (3 of 4)	Yap, Chuuk and Kosrae Campuses continue usage of their new primary connections for internet services changed to ADSL with data rates of 1537/768 kbps each. Pohnpei campus also on ADSL link continues on their 1537/768 kbps via T1 link, this appears to be working well in terms of overhead and local connection congestion problems in the recent past. 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.

			All campuses except for PNI campus and FMI continue on to use a second ADSL type connection at a lower data rate for intercampus bound traffic only such as VoIP, SIS and COM-FSM e-mail only, at 1024 kbps asymmetric. VOIP quality has improved, the results are promising.
IEQA	Seek to increase participation in college governance.	IB3-4 (4 of 4)	The history of this PA to date is captured in the spring 2013 Accreditation Reports: <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 IRPO	Continue to increase data driven decision making.	IB5 (1 of 5)	Same as IBI (1 of 3)
IEQA	Continue to publish and communicate information and reports on institutional quality to internal/external stakeholders.	IB5 (2 of 5)	<p>All accreditation reports, since 2003, are available to the public on the college website. http://www.comfsm.fm/?q=reports-archive The ALO communicated quality assurance issues and successes to the college community via the community meetings held during the 2011-2012 and 2012-2013 Board of Regents meetings, site visits to all campuses 2011-2012 and 2012-2013, government hearings, the college newsfeed and monthly all campus meetings. Additionally, in 2012 and 2013 informational articles were placed in the Kasehlelia Press. The ALO also generated a public broadcast for Island Chat in Yap that aired for two weeks during February 2013.</p> <p>The ALO, at all times adheres to the ACCJC <i>Policy on the Role of Accreditation Liaison Officers</i>. The ALO regularly collaborates with the president, college units and the governance structure to update internal stakeholders on quality assurance matters of importance, such as evolving accreditation standards, USDE regulations and potential areas of deficiency that require attention. The ALO reports, on behalf of the president, to the Board of Regents each quarter on quality assurance matters, and includes attention to Standard IV.B.</p> <p>However, Standard I.B.5 states, “The institution uses documented assessment results to communicate matters of quality assurance to appropriate constituencies.” To this end, IEQA is working to develop a quick link on the college website to transparently report and share, in layman</p>

			<p>terms, results of program assessments and student learning outcomes data by November 2013. We have modeled our forms on the approach taken by Los Medanos College</p> <ul style="list-style-type: none"> • http://www.losmedanos.edu/programassessment/ • http://www.losmedanos.edu/programassessment/BiologyDepartmentProgramAssessment.asp <p>Following the California Community Colleges' Student Success Initiative: Student Scorecard, IEQA will also establish a quick link to student achievement data from the College website by November 2013.</p> <ul style="list-style-type: none"> • http://scorecard.cccco.edu/scorecard.aspx • http://scorecard.cccco.edu/scorecardrates.aspx?CollegeID=421
IEQA IRPO	Raise the profile of the college through enhanced research and reporting.	IB5 (4 of 5)	The use of the new quarterly report template has been productive. The College submitted its FY13 quarter report using the new template and the results was nominal.
IEQA	Develop and implement a plan for assessing if the college is effectively communicating institutional quality within the college and externally.	IB5 (5 of 5)	
IEQA IRPO	Conduct a formative assessment of the continuous improvement cycle.	IB6-7 (1 of 2)	A review of the impact of new policies for communication, governance is being undertaken to determine first if the continuous improvement policy is still valid prior to any assessment.
IEQA	Make necessary improvements as needed [to continuous improvement cycle].	IB6-7 (2 of 2)	
IEQA	The college will improve its ability to demonstrate that all	IIA1a-c (1 of 1)	

	<p>instructional programs meet the mission of the college and needs of the students by:</p> <ul style="list-style-type: none"> • Including surveys or questions of student engagement in the overall student satisfaction survey to help identify appropriate instructional strategies. • Having the curriculum committee conduct semester review and evaluation of effective instructional strategies and by a) providing an annual update of the IAP Handbook with appropriate instructional strategies and b) providing training during the annual staff development day and in other venues. • Evaluation of the program review and assessment recommendations by the Curriculum Committee to ensure appropriate implementation for positive impact on student learning. 		
<p>IEQA IRPO</p>	<p>The college will improve its tracking of the current competency levels required of its graduates by:</p> <ul style="list-style-type: none"> • Developing processes and procedures for the use of 	<p>IIA2b (1 of 1)</p>	<p>Surveys</p> <ul style="list-style-type: none"> • IRPO administered the Fall 2013 Student Registration Survey. Results can be found at http://www.comfsm.fm/?q=irpo-survey-reports. • IRPO assisted in implementation of the AY2013/14 Student Satisfaction Survey. <ul style="list-style-type: none"> ○ Assisted in considering who, when, where, and how to administer the survey with DAP Karen Simion.

	<p>advisory committees and their evaluation.</p> <ul style="list-style-type: none"> • Improving the dissemination of research findings and information from employer surveys. • Using other modes of obtaining information on current and future competency requirements. 		<ul style="list-style-type: none"> ○ Updated and uploaded the finalized survey template up on the surveymonkey website. ● Continue revising the employer survey for spring 2014 to reflect the new strategic plan 2013-2018 and new Institutional Learning Outcomes (ILOs). <ul style="list-style-type: none"> ○ Survey set to be administered in March 2014. Write-up report will follow afterwards.
IEQA ITO	<p>The college will look at mechanisms for automation of its course and program assessment, and program review system. The college web site will provide access to institutional, program, and course level student learning outcomes and assessment reports and program reviews.</p>	IIA2e-f (1 of 1)	<p>Progress on this PA is captured in the spring 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
IEQA IRPO	<p>The college is currently conducting both a project to streamline programs and services at the college to meet changing enrollment and economic conditions as well as developing an academic master plan. Which programs and services to maintain eliminate or significantly change is considered in both activities. The college</p>	IIA6b (1 of 1)	<p>A second prioritization of academic programs will be undertaken in spring 2014 and prioritization of non-academic programs in spring 2015.</p>

	will adhere to the processes and procedures established in its Curriculum Handbook for programs that will be eliminated or significantly changed to minimize impact on students.		
IEQA IRPO	The college is currently developing an academic master plan. Once the plan is completed, a review will be conducted of all academic program missions, program goals, and student learning outcomes to ensure consistency and integrity in its publications.	IIA6c (1 of 1)	The Integrated Education Master Plan (IEMP) was completed in March 2013 and is available on the college website: http://www.comfsm.fm/vpia/misc/IEMP.pdf ; & http://www.comfsm.fm/vpia/misc/IEMPsheet.pdf . The academic program prioritization for spring 2014 will include a review of program missions, goals and student learning outcomes.
IEQA IRPO	Supplemental training will be provided to improve the quality and identification of SMARTer outcomes/objectives/strategies and to aid in the identification of appropriate measures for improvement and assessment plans and reports, with an emphasis on linkages to performance budget development.	IIB1 (1 of 2)	<ul style="list-style-type: none"> ● TracDat <ul style="list-style-type: none"> ○ Continue training by IRPO for implementation of TracDat has included emphasis on quality issues for developing outcomes, strategies and targets to reflect what is in the IEMP and strategic plan and address impact on measures of success. ○
IRPO	The college will improve its understanding of student's interests and needs through	IIB3b (1 of 2)	Focus groups were conducted in 2012/13 at national and state campuses focusing on registration and advising. Additional focus groups will be conducted in 2013/14 to follow up on CCSSE findings.

	<p>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>		
IRPO	<p>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.</p>	IIB3e (1 of 2)	<p>OAR has responsibility for entry of COMET information into the SIS. IRPO will analysis and track student success against COMET scores once the data is available.</p>
IRPO	<p>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</p>	IIB3e (2 of 2)	<p>IRPO has focused on the effectiveness of COMET as a entrance selection instrument in a tracking report of the 2008 cohort. Additional cohorts are being selected and analyzed. This planning agenda is tied to IIB3e (1 of 2) and entry of COMET data into SIS.</p>
ITO	<p>The college will start developing an electronic archive of hard copies of students' records.</p>	IIB3f (1 of 1)	<p>Research continues, efforts to be in conjunction with official archive depository, the LRC</p>

IEQA IRPO	The college will be monitoring the IAP process and conducting a formal review/evaluation of the college's continuous improvement cycle in spring/summer 2010. Appropriate action and modifications will be taken on the review	IIB4 (1 of 1)	.
ITO	To enable as many members of the Information Communications Technology Committee (ICTC) to be present for the decision-making and planning process, the chair of ICT committee will call a meeting at least twice each semester as called for in the terms of reference (TOR).	IIIC (1 of 3)	http://wiki.comfsm.fm/Committee Terms of Reference/INFORMATION COMMUNICATIONS TECHNOLOGY COMMITTEE
ITO	The designated ICTC subcommittee should continue negotiations with FSM Telecom to improve the speed and reliability of internet connections. The faster and more reliable connections will improve communications among sites.	IIIC (2 of 3)	This responsibility now lies with IT. Negotiations for newest contract are complete. Future changes are considered as needs and situations change. The current connectivity contract for primary lines expire in three years.

ITO	The ICTC membership will be reviewed annually with a goal of having acceptably diverse representation as mandated by the TOR.	IIIC (3 of 3)	http://wiki.comfsm.fm/Committee_Terms_of_Reference/INFORMATION_COMMUNICATIONS_TECHNOLOGY_COMMITTEE
ITO	The information technology office director and vice president for administrative services ensure that technology planning is integrated into the college's strategic plan as mandated in the continuous improvement cycle.	IIIC1a (1 of 1)	
ITO	ICTC and the Staff Development Committee will continue to evaluate training needs and provide as much training as resources allow, throughout the year.	IIIC1b (1 of 3)	
ITO	IT office will continue to conduct training when needed and provide collaboration and support for computer labs, libraries, and all other computer training facilities.	IIIC1b (2 of 3)	
ITO	New technology will continue to be purchased to replace or upgrade older technology as	IIIC1b (3 of 3)	Purchase of student support technology in computer labs and in support of networks for those labs continues on schedule.

	needed and as facilities and funding allows according to set schedules for all computer training laboratories and support infrastructure.		
IIO	As recommended in Standard IIIC1a, ICTC should meet on a regularly scheduled basis at least twice a semester to address any key technology issues.	IIIC1c (1 of 2)	
IIO	New technology will continue to be purchased to replace or upgrade older technology as needed and as facilities and funding allow according to set schedules for all computer laboratories and support infrastructure.	IIIC1c (2 of 2)	Purchase of student support technology in computer labs and in support of networks for those labs continues on schedule.
IIO	The college will continue to secure funding for technology resources for all sites through its technology fee. When possible, IT will seek funding approval to use tech fee funds through the ICTC to be used to equip all sites with more computers and replace or upgrade equipment when needed.	IIIC1d (1 of 1)	

ITO	Whenever available premises and funding permit, acquisition of technological resources are obtained to equip sites to be able to improve their work capabilities to achieve goals previously set as institutional priorities.	IIIC2 (1 of 1)	
IRPO	To evaluate the existing budget process to ensure efficiency of the college's planning and resource allocation.	IIID1d (1 of 1)	
ITO	To create a Business Office webpage so that financial reports can be conveniently accessed by the college community at any time.	IIID2b (1 of 1)	
ITO	To develop a website for business office to provide easy access to all fiscal policies and procedures including templates of forms and reports to the college community.	IIID2g (1 of 1)	
IEQA	To finalize and implement the assessment tools that will be used by offices in assessing the effectiveness of respective	IIID3 (1 of 1)	

	programs and services		
IEQA	<p>The college will finalize, implement, and evaluate its communication improvement plan. Such plan will include mechanisms to enhance communication throughout the system between and among the board, administration, faculty, staff, and students as well as the constituencies served by the college in the community with particular emphasis on providing feedback on the college's decision making process as well as enhancing communication within the various divisions of the college. The Vice President for Administrative Services will assume the primary responsibility and finalization, implementation, and evaluation of this plan, which will be implemented by the end of January 2010. Such efforts will be evaluated no later than one year from the time of implementation.</p>	IVA (1 of 2)	

Institutional Effectiveness Indicators Update[2] *(dashboard approach)*

NOTE: IRPO will prepare recommendations on what should be reported each quarter, but generally this section is intended to be a quick overview of critical Institutional Effectiveness Indicators related to Students, Human Resources, Finances, Financial Aid, Facilities & Security, etc. **For example (what indicators to report on may vary from quarter to quarter):**

Institutional Effectiveness Indicators

Students

- § Enrollment by campus, gender, state of origin, student type, etc.
- § Percent of students full time enrolled and earned 12 or more credits
- § Average students credits enrolled, attempted and earned
- § Percent of students in good academic standing
- § Enrollment by genders, state of origin and campus
- § Student/faculty ratios
- § Student success rates in ACE and General Education Programs
- § Student success rates by campus and degree type
- § Resident Halls fill ratio
- § Average class size
- § Tutor and counseling contacts
- § LRC usage rates
- § Etc.

Financial Aid

- § Percent of students receiving financial aid
- § Percent of students on financial aid suspension
- § Percent of students receiving scholarships
- § Average financial aid received

Financial

- § Expenditures by funding sources (ESG, SEG, etc.)
- § Expenditures against strategic direction
- § Expenditures against cost category

Human Resources

- § Retention rates for faculty and staff
- § Faculty/staff by state of origin
- § Percent of filled positions
- § Instructional faculty work load
- § Student/student services staff ratio

Facilities & Security

- § Tracking of Total Cost of Ownership against targets
- § Summary of security incidents

Assessment

- § Percent of program reviews completed
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[1] College of Micronesia – FSM website: <http://www.comfsm.fm/> for additional information contact rschplanning@comfsm.fm

[2] Additional detail may be found on the college website: <http://www.comfsm.fm/> and IRPO <http://www.comfsm.fm/?q=irpo>. For questions contact: rschplanning@comfsm.fm.