

**College of Micronesia – FSM**  
**Institutional Effectiveness and Quality Assurance (IEQA)**  
**FY 2014 2nd Quarter Performance Report**  
*January-March 2014*

**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*

## *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"> <li>● Combined Midterm and Follow Up Report <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf</a></li> <li>● Supplemental Report <a href="http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf</a></li> </ul> <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 allocations, and regional	IA1 (3 of 4)	Evidenced under I.A.1

	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"> <li>● Combined Midterm and Follow Up Report <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf</a></li> <li>● Supplemental Report <a href="http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf</a></li> </ul>
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"> <li>● Visioning Summit 2012: August 8-9, 2012, National Campus <a href="http://www.comfsm.fm/irpo/visioning-summit/Visioning-Summit-2012-REPORT.pdf">http://www.comfsm.fm/irpo/visioning-summit/Visioning-Summit-2012-REPORT.pdf</a></li> <li>● Chuuk Campus: ChAWG Report on Chuuk Min-Summit <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/MiniSummitRpt_Chuuk.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/MiniSummitRpt_Chuuk.pdf</a></li> <li>● Kosrae Campus Report: Phase II Visioning Summit <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/Report_on_Phase_II_Visioning_Summit_at_Kosrae_Campus.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/Report_on_Phase_II_Visioning_Summit_at_Kosrae_Campus.pdf</a></li> <li>● Yap Campus Mini Visioning Summit Report <a href="http://www.comfsm.fm/dcr/misc/yap/Mini-Visioning-Summit-Report_Yap.pdf">http://www.comfsm.fm/dcr/misc/yap/Mini-Visioning-Summit-Report_Yap.pdf</a></li> <li>● Board of Regents Visioning Exercise <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/COM-FSM.Visioning_Exercise_Summary.8.10.12.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/COM-FSM.Visioning_Exercise_Summary.8.10.12.pdf</a> .</li> </ul>
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	IB1 (1 of	<b>Information and data</b>

	<p>increase data driven decision making with committees, programs, departments, and divisions across all campus sites.</p>	<p>3)</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 (&gt;=12 credits) enrolled and earned, breakdowns by majors, graduation rates, completers, course completion, etc. <a href="http://www.comfsm.fm/?q=irpo-data-center">http://www.comfsm.fm/?q=irpo-data-center</a></p> <ul style="list-style-type: none"> <li>● <a href="#">Website IRPO</a> <ul style="list-style-type: none"> <li>○ <a href="#">Data</a></li> <li>○ <a href="#">Trends</a></li> <li>○ Reports (<a href="#">Quarterly reports</a>, <a href="#">BOR report</a>)</li> <li>○ Surveys           <ul style="list-style-type: none"> <li>■ <a href="#">Student satisfaction survey</a></li> <li>■ <a href="#">Staff development evaluation</a></li> <li>■ Employer survey - Ongoing</li> <li>■ CCSSE/CCFSSE - Ongoing               <ul style="list-style-type: none"> <li>● CCSSE - 51 courses selected to be administered. Completed 49 courses, 2 still pending for administration.</li> <li>● CCFSSE - CCFSSE email notifications sent to all designated faculty members.</li> </ul> </li> <li>■ COM-FSM founding day survey</li> <li>■ <a href="#">Survey data reports</a></li> </ul> </li> <li>○ <a href="#">Master planning calendar</a> - updated 3.28.2014</li> </ul> </li> </ul>
<p>IRPO</p>	<p>Continue efforts to provide timely and easy access to institutional data through the college website.</p>	<p>IB1 (2 of 3)</p>	<p><b>Data Reporting</b></p> <p>same as IB1 (1 of 3) above</p> <p><b>Quarterly Report</b></p> <ul style="list-style-type: none"> <li>● <a href="#">FY14 1st Quarterly Performance Reports</a> prepared and submitted the approved report to FSM President's Office and SBOC Office. Reports are published and distributed to the COM-FSM Vice Presidents and Office heads.</li> <li>● Prepared and submitted <a href="#">BOR report</a>.</li> </ul>

IRPO	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 results between and among the various standing committees and stakeholders.	IB2 (2 of 3)	
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	Continue to develop	IB3-4 (1	<b>TracDat</b>

IRPO	institution wide understanding and acceptance of the assessment program review process and its relationship to resource allocation.	of 4)	<p><b>Continuing the use of TracDat and providing assistance to the College. (System wide).</b></p> <ul style="list-style-type: none"> <li>● Populating TracDat by developing more users and assisting inputting of reports as requested. <b>(Updated)</b></li> <li>● Trainings (January - March 2014), 3 trainings</li> </ul>
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)	<p>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>
IEQA	Seek to increase participation in college governance.	IB3-4 (4 of 4)	<p>The history of this PA to date is captured in the spring 2013 Accreditation Reports:</p> <ul style="list-style-type: none"> <li>● Combined Midterm and Follow Up Report <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf</a></li> <li>● Supplemental Report <a href="http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf</a></li> </ul>
IEQA	Continue to increase data	IB5 (1 of	<b>Same as IBI (1 of 3)</b>

IRPO	driven decision making.	5)	
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. <a href="http://www.comfsm.fm/?q=reports-archive">http://www.comfsm.fm/?q=reports-archive</a> 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 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"> <li>• <a href="http://www.losmedanos.edu/programassessment/">http://www.losmedanos.edu/programassessment/</a></li> <li>• <a href="http://www.losmedanos.edu/programassessment/BiologyDepartmentProgramAssessment.asp">http://www.losmedanos.edu/programassessment/BiologyDepartmentProgramAssessment.asp</a></li> </ul> <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"> <li>• <a href="http://scorecard.cccco.edu/scorecard.aspx">http://scorecard.cccco.edu/scorecard.aspx</a></li> <li>• <a href="http://scorecard.cccco.edu/scorecardrates.aspx?CollegeID=421">http://scorecard.cccco.edu/scorecardrates.aspx?CollegeID=421</a></li> </ul>
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	<p>The college will improve its ability to demonstrate that all instructional programs meet the mission of the college and needs of the students by:</p> <ul style="list-style-type: none"> <li>• Including surveys or questions of student engagement in the overall student satisfaction survey to help identify appropriate instructional strategies.</li> <li>• Having the curriculum committee</li> </ul>	IIA1a-c (1 of 1)	



	<p>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.</p> <ul style="list-style-type: none"> <li>• Evaluation of the program review and assessment recommendations by the Curriculum Committee to ensure appropriate implementation for positive impact on student learning.</li> </ul>		
IEQA IRPO	<p>The college will improve its tracking of the current competency levels required of its graduates by:</p> <ul style="list-style-type: none"> <li>• Developing processes and procedures for the use of advisory committees and their evaluation.</li> <li>• Improving the</li> </ul>	IIA2b (1 of 1)	<p><b>Surveys</b></p> <ul style="list-style-type: none"> <li>• IRPO conducted the <a href="#">Spring 2014 Student Registration Survey</a>.</li> <li>• IRPO assisted Interim VP/IA in the implementation of the Student Satisfaction Survey. Email notifications and links were sent to specific students. Students who took the survey were: sophomores, third-years, fourth years, and certificates. All data collected are available by major at <a href="#">AY 2013/14 Student Satisfaction Survey</a>.</li> <li>• IRPO revised 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"> <li>○ IRPO generated lists of graduates by program for division chairs and campus deans to assist in providing the needed information. All the lists were sent and majority were returned. As of March 2014, IRPO compiled all collected information for review.</li> </ul> </li> </ul>

	<p>dissemination of research findings and information from employer surveys.</p> <ul style="list-style-type: none"> <li>Using other modes of obtaining information on current and future competency requirements.</li> </ul>		
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"> <li>Combined Midterm and Follow Up Report <a href="http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/midterm-report/MidTerm_and_Follow_Up_Report_2013_Final.pdf</a></li> <li>Supplemental Report <a href="http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf">http://www.comfsm.fm/accreditation/2013/supplemental-report/Supplemental_Report_May_2013_Final.pdf</a></li> </ul>
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</p>	IIA6b (1 of 1)	<p><b>Prioritization</b> A second prioritization of academic programs will be undertaken in spring 2014 and prioritization of non-academic programs in spring 2015.</p>

	significantly change is considered in both activities. The college 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)	
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	IIB1 (1 of 2)	<ul style="list-style-type: none"> <li>● TracDat <ul style="list-style-type: none"> <li>○ Continue training by IRPO 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. <ul style="list-style-type: none"> <li>■ Continuing the use of TracDat and providing assistance to the College. (System wide).</li> <li>■ Populating TracDat by developing more users and assisting inputting of reports as requested. <b>(As of March 2014)</b></li> </ul> </li> </ul> </li> </ul>

	improvement and assessment plans and reports, with an emphasis on linkages to performance budget development.		<ul style="list-style-type: none"> <li>■ Trainings (January - March 2014), 3 trainings</li> </ul>
IRPO	The college will improve its understanding of student's interests and needs through 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.	IIB3b (1 of 2)	
IRPO	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	IIB3e (1 of 2)	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.

	into the SIS for analysis purposes.		
IRPO	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	IIB3e (2 of 2)	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.
ITO	The college will start developing an electronic archive of hard copies of students' records.	IIB3f (1 of 1)	Research continues, efforts to be in conjunction with official archive depository, the LRC
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	IIC (1 of 3)	<a href="http://wiki.comfsm.fm/Committee_Terms_of_Reference/INFORMATION_COMMUNICATIONS_TECHNOLOGY_COMMITTEE">http://wiki.comfsm.fm/Committee Terms of Reference/INFORMATION COMMUNICATIONS TECHNOLOGY COMMITTEE</a>

	<p>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).</p>		
ITO	<p>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.</p>	IIC (2 of 3)	<p>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.</p>
ITO	<p>The ICTC membership will be reviewed annually with a goal of having acceptably diverse representation as mandated by the TOR.</p>	IIC (3 of 3)	<p><a href="http://wiki.comfsm.fm/Committee_Terms_of_Reference/INFORMATION_COMMUNICATIONS_TECHNOLOGY_COMMITTEE">http://wiki.comfsm.fm/Committee Terms of Reference/INFORMATION COMMUNICATIONS TECHNOLOGY COMMITTEE</a></p>
ITO	<p>The information technology office director</p>	IIC1a (1 of 1)	

	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.		
I/O	ICTC and the Staff Development Committee will continue to evaluate training needs and provide as much training as resources allow, throughout the year.	IIC1b (1 of 3)	
I/O	IT office will continue to conduct training when needed and provide collaboration and support for computer labs, libraries, and all other computer training facilities.	IIC1b (2 of 3)	
I/O	New technology will continue to be purchased to replace or upgrade older technology as needed and as facilities and funding allows	IIC1b (3 of 3)	Purchase of student support technology in computer labs and in support of networks for those labs continues on schedule.

	according to set schedules for all computer training laboratories and support infrastructure.		
ITO	As recommended in Standard IIC1a, ICTC should meet on a regularly scheduled basis at least twice a semester to address any key technology issues.	IIC1c (1 of 2)	
ITO	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.	IIC1c (2 of 2)	Purchase of student support technology in computer labs and in support of networks for those labs continues on schedule.
ITO	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	IIC1d (1 of 1)	



	the ICTC to be used to equip all sites with more computers and replace or upgrade equipment when needed.		
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	IIID2g	

	business office to provide easy access to all fiscal policies and procedures including templates of forms and reports to the college community.	(1 of 1)	
IEQA	To finalize and implement the assessment tools that will be used by offices in assessing the effectiveness of respective programs and services	IIID3 (1 of 1)	
IEQA	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	IVA (1 of 2)	

	<p>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>		
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## 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](mailto: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](mailto:rschplanning@comfsm.fm).