

College of Micronesia – FSM  
Student Services  
FY 2014 2nd Quarter Performance Report  
January-March 2014

**Mission**

The College of Micronesia-FSM is a continuously improving best practices learner-centered institution of higher education committed to the success of the Federated States of Micronesia by providing academic, career and technical educational programs.

**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

**Focus on student success**

Office	Accomplishments	IEMP #	ACCJC #																																																																														
OARR	<p><b>Spring 2014 Enrollment</b></p> <p>The college had registered 2,094 students with 23,838.5 registered credits (or 1,986.54 full-time equivalent students). However these figures represent only 87.10% and 83.66% of the college's spring 2014 revenue and tuition fees projections in headcounts and registered credits/FTEs, respectively.</p> <p><b>Table 1.0.</b> Spring 2014 registration in head counts as compared to Spring 2014 head count projection</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Campus</th> <th colspan="4" style="text-align: center;">In head counts</th> </tr> <tr> <th style="text-align: center;">Projection</th> <th style="text-align: center;">Actual</th> <th style="text-align: center;">Count Diff</th> <th style="text-align: center;">Diff in %</th> </tr> </thead> <tbody> <tr> <td>National</td> <td style="text-align: right;">917</td> <td style="text-align: right;">937</td> <td style="text-align: right;">20</td> <td style="text-align: right;">2.18%</td> </tr> <tr> <td>Pohnpei</td> <td style="text-align: right;">596</td> <td style="text-align: right;">553</td> <td style="text-align: right;">(43)</td> <td style="text-align: right;">(7.215)</td> </tr> <tr> <td>Chuuk</td> <td style="text-align: right;">462</td> <td style="text-align: right;">266</td> <td style="text-align: right;">(196)</td> <td style="text-align: right;">(42.42%)</td> </tr> <tr> <td>Kosrae</td> <td style="text-align: right;">222</td> <td style="text-align: right;">158</td> <td style="text-align: right;">(64)</td> <td style="text-align: right;">(28.83%)</td> </tr> <tr> <td>Yap</td> <td style="text-align: right;">207</td> <td style="text-align: right;">180</td> <td style="text-align: right;">(27)</td> <td style="text-align: right;">(13.04%)</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>2,404</b></td> <td style="text-align: right;"><b>2,094</b></td> <td style="text-align: right;"><b>(310)</b></td> <td style="text-align: right;"><b>(12.09%)</b></td> </tr> </tbody> </table> <p><b>Table 2.0.</b> Spring 2014 registration in head counts as compared to Spring 2014 credits/FTEs projection</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Campus</th> <th colspan="4" style="text-align: center;">In head counts</th> </tr> <tr> <th style="text-align: center;">Projection</th> <th style="text-align: center;">Actual</th> <th style="text-align: center;">Count Diff</th> <th style="text-align: center;">Diff in %</th> </tr> </thead> <tbody> <tr> <td>National</td> <td style="text-align: right;">11,567</td> <td style="text-align: right;">11,240</td> <td style="text-align: right;">(327)</td> <td style="text-align: right;">(2.83%)</td> </tr> <tr> <td>Pohnpei</td> <td style="text-align: right;">7,001</td> <td style="text-align: right;">6,027.5</td> <td style="text-align: right;">(974)</td> <td style="text-align: right;">(13.91%)</td> </tr> <tr> <td>Chuuk</td> <td style="text-align: right;">5,436</td> <td style="text-align: right;">3,064</td> <td style="text-align: right;">(2,372)</td> <td style="text-align: right;">(43.64%)</td> </tr> <tr> <td>Kosrae</td> <td style="text-align: right;">2,221</td> <td style="text-align: right;">1,505</td> <td style="text-align: right;">(716)</td> <td style="text-align: right;">(32.24%)</td> </tr> <tr> <td>Yap</td> <td style="text-align: right;">2,271</td> <td style="text-align: right;">2,002</td> <td style="text-align: right;">(269)</td> <td style="text-align: right;">(11.85%)</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>28,496</b></td> <td style="text-align: right;"><b>23,838.5</b></td> <td style="text-align: right;"><b>(4,658)</b></td> <td style="text-align: right;"><b>(16.34%)</b></td> </tr> </tbody> </table> <p>While the national campus had surpassed its spring 2014 revenue and tuition fees projection in head counts by 2.18%, it is behind projections in both registered credits and FTEs by 2.83%. All campuses are below their spring 2014 revenue and tuition fees projections in head counts, registered credits, and FTEs, as follows:</p> <ol style="list-style-type: none"> <li>1. Chuuk campus is behind its projections in head counts and registered credits/FTEs by 42.42% and 43.64%, respectively.</li> <li>2. Kosrae campus is behind its head count projection by 28.83%, and registered credits/FTEs projection by 32.24%</li> <li>3. Yap campus is below its head count and registered credits/FTEs projections by 13.04% and 11.85%, respectively.</li> </ol>	Campus	In head counts				Projection	Actual	Count Diff	Diff in %	National	917	937	20	2.18%	Pohnpei	596	553	(43)	(7.215)	Chuuk	462	266	(196)	(42.42%)	Kosrae	222	158	(64)	(28.83%)	Yap	207	180	(27)	(13.04%)	<b>Total</b>	<b>2,404</b>	<b>2,094</b>	<b>(310)</b>	<b>(12.09%)</b>	Campus	In head counts				Projection	Actual	Count Diff	Diff in %	National	11,567	11,240	(327)	(2.83%)	Pohnpei	7,001	6,027.5	(974)	(13.91%)	Chuuk	5,436	3,064	(2,372)	(43.64%)	Kosrae	2,221	1,505	(716)	(32.24%)	Yap	2,271	2,002	(269)	(11.85%)	<b>Total</b>	<b>28,496</b>	<b>23,838.5</b>	<b>(4,658)</b>	<b>(16.34%)</b>	IEMP SS 2, 2.4-2.6	IIB.2
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	<p>4. Pohnpei campus is behind its head count projection by 7.21%, and registered credits/FTEs by 13.91%.</p> <p>The college's spring 2014 enrollment figures show an FTE enrollment lower than its head count enrollment by 5.13% more or less. Enrollment of full-time students dropped by 1.52% this spring 2014 semester compared to the same term last year, while the number of part-time students increased by 1.51%. The percentage of part-time students (spring to spring) at the college has been steadily increasing from 25.95% in Spring 2010 to 36.47% this term.</p> <p><b>Spring 2014 COM-FSM Entrance Test (COMET)</b>  There were 1,494 students who took the COMET last February to March 2014. 1,014 (or 67.87%) of the 1,494 students who took the Spring 2014 COMET are recommended for admission into the college's programs while 480 (or 32.13%) are non-admit. Specifically, of the 1,014 students:</p> <ol style="list-style-type: none"> <li>1. 317 (or 21.22% of 1,494) were recommended as degree-level bound students;</li> <li>2. 155 (or 10.37% of 1,494) were recommended as ACE-level bound students; and</li> <li>3. 542 (or 36.28% of 1,494) were recommended as certificate-level bound students.</li> </ol> <p><b>Spring 2014 COM-FSM Entrance Test (COMET)</b>  As of March 6, 2014, the Office of Admissions, Records and Retention (OARR) received 299 applications for Spring 2014 graduation, as shown:</p> <p><b>Table 3.0.</b> Applicants for Spring 2014 graduations in head count and by campus</p> <table border="1"> <thead> <tr> <th>National</th> <th>Pohnpei</th> <th>Chuuk</th> <th>Kosrae</th> <th>Yap</th> </tr> </thead> <tbody> <tr> <td>118</td> <td>64</td> <td>31</td> <td>9</td> <td>12</td> </tr> </tbody> </table> <p>Commencement Exercises is scheduled on March 15, 2014.</p>	National	Pohnpei	Chuuk	Kosrae	Yap	118	64	31	9	12																																																																															
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FAO	<p><b>Federal Pell Grant</b>  The college's Financial Aid Office (FAO) reported a total of 3,620 recipients for the federal Pell grant during fall 2013 and spring 2014 semesters (as of March 6, 2014) and who were awarded an aggregate amount of US\$ 8,936,839.00.</p> <p><b>Table 4.0.</b> Pell recipients and Pell Grant awards in US\$ during Fall 2013 and Spring 2014 (as of March 6, 2014) semester</p> <table border="1"> <thead> <tr> <th rowspan="2">Campus</th> <th colspan="2">Fall 2013 semester</th> <th colspan="2">Spring 2014 semester, as of 3/6/14</th> </tr> <tr> <th>Recipients</th> <th>Awards in US\$</th> <th>Recipients</th> <th>Awards in US\$</th> </tr> </thead> <tbody> <tr> <td>National</td> <td>889</td> <td>2,338,995.00</td> <td>750</td> <td>1,933,482.00</td> </tr> <tr> <td>Pohnpei</td> <td>606</td> <td>1,382,699.00</td> <td>449</td> <td>1,060,515.00</td> </tr> <tr> <td>Chuuk</td> <td>235</td> <td>610,472.00</td> <td>163</td> <td>409,231.00</td> </tr> <tr> <td>Kosrae</td> <td>187</td> <td>395,012.00</td> <td>98</td> <td>211,540.00</td> </tr> <tr> <td>Yap</td> <td>101</td> <td>259,712.00</td> <td>142</td> <td>335,181.00</td> </tr> <tr> <td>Total</td> <td>2,018</td> <td>4,986,890.00</td> <td>1,602</td> <td>3,949,949.00</td> </tr> </tbody> </table> <p><b>Supplemental Educational Grant (SEG) award</b>  FAO also reported 156 SEG recipients who were awarded a total amount of \$62,400.00 during fall 2013 semester and spring 2014, as of March 6, 2014.</p> <p><b>Table 5.0.</b> SEG recipients and SEG Grant awards in US\$ during Fall 2013 and Spring 2014 (as of March 6, 2014) semester</p> <table border="1"> <thead> <tr> <th rowspan="2">Recipients</th> <th colspan="2">Fall 2013 semester</th> <th colspan="2">Spring 2014 semester, as of 3/6/14</th> </tr> <tr> <th>Recipients</th> <th>In US\$</th> <th>Recipients</th> <th>In US\$</th> </tr> </thead> <tbody> <tr> <td>97</td> <td></td> <td>38,800.00</td> <td>59</td> <td>23,600.00</td> </tr> </tbody> </table> <p><b>SEG work study program</b>  Table below shows the distribution by campus of recipients and amount earned from the SEG Work-Study program during fall 2013 semester, and as of March 6, 2014 for spring 2014 semester.</p> <p><b>Table 6.0.</b> SEG Work Study recipients and SEG Work Study awards in US\$ during Fall 2013 and Spring 2014 (as of March 6, 2014) semester</p> <table border="1"> <thead> <tr> <th rowspan="2">Campus</th> <th colspan="2">Fall 2013 semester</th> <th colspan="2">Spring 2014 semester, as of 3/6/14</th> </tr> <tr> <th>Recipients</th> <th>Awards in US\$</th> <th>Recipients</th> <th>Awards in US\$</th> </tr> </thead> <tbody> <tr> <td>National</td> <td>298</td> <td>53,523.25</td> <td>234</td> <td>23,291.50</td> </tr> <tr> <td>Pohnpei</td> <td>183</td> <td>34,699.25</td> <td>0</td> <td>0.00</td> </tr> <tr> <td>Chuuk</td> <td>38</td> <td>7,273.75</td> <td>6</td> <td>585.00</td> </tr> <tr> <td>Kosrae</td> <td>19</td> <td>3,322.50</td> <td>20</td> <td>907.00</td> </tr> <tr> <td>Yap</td> <td>34</td> <td>5,783.00</td> <td>17</td> <td>1,832.75</td> </tr> </tbody> </table>	Campus	Fall 2013 semester		Spring 2014 semester, as of 3/6/14		Recipients	Awards in US\$	Recipients	Awards in US\$	National	889	2,338,995.00	750	1,933,482.00	Pohnpei	606	1,382,699.00	449	1,060,515.00	Chuuk	235	610,472.00	163	409,231.00	Kosrae	187	395,012.00	98	211,540.00	Yap	101	259,712.00	142	335,181.00	Total	2,018	4,986,890.00	1,602	3,949,949.00	Recipients	Fall 2013 semester		Spring 2014 semester, as of 3/6/14		Recipients	In US\$	Recipients	In US\$	97		38,800.00	59	23,600.00	Campus	Fall 2013 semester		Spring 2014 semester, as of 3/6/14		Recipients	Awards in US\$	Recipients	Awards in US\$	National	298	53,523.25	234	23,291.50	Pohnpei	183	34,699.25	0	0.00	Chuuk	38	7,273.75	6	585.00	Kosrae	19	3,322.50	20	907.00	Yap	34	5,783.00	17	1,832.75	SS2, 2.4, 2.6, SS3, 2.8	IIB.2
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FSM FMI	53	9,467.50	52	4,910.00
Total	625	11,069.25	627	31,526.25

### Other scholarships

Table below shows the distribution by campus of recipients and amount received from other government and non-government scholarship grants during fall 2013 semester, and as of March 6, 2014 for spring 2014 semester.

**Table 7.0.** Recipients and amount in US\$ of scholarship awards during Fall 2013 and Spring 2014 (as of March 6, 2014) semester

Scholarships	Fall 2013 semester		Spring 2014 semester, as of 3/6/14	
	Recipients	Awards in US\$	Recipients	Awards in US\$
FSM National	43	43,500.00	9	7,570.00
Pohnpei State	0	0.00	0	0.00
Chuuk State	34	16,500.00	23	15,800.00
Kosrae State	34	17,750.00	16	8,000.00
Yap State	43	42,084.00	42	32,946.00
Rotary Club	2	500.00	2	500.00
APIASF	1	2,500.00	0	0.00
Total	157	122,834.00	92	69,306.00

APIASF refers to *Asian and Pacific Islanders American Scholarship Fund*.

Residence Halls	<p><b>Residence Halls occupancy during Fall 2013 semester</b></p> <p>The in-charge of the Residence Halls reported occupancy at 80% in both the residence halls for men and women during Fall 2013 semester. Specifically, there are 65 students currently staying in the RH male, and 63 in the female RH.</p>	SS2, 2.5, 2.6	IIB.2																																	
Counseling	<p><b>Counseling and tutoring services</b></p> <p>In Fall 2013, 14 tutors were hired at the college's national campus tutoring center. From the months of November to December 2013, 111 students were tutored in different subject areas. Of these 111 students, 65% passed the course tutored with A, B, and C grades; 15% with D grades, and 20% with F or W.</p> <p>This Spring 2014, the college's national campus tutoring center hired 9 tutors.</p> <p>Routine services have been provided to enhance a supportive learning environment and to support student access and success. Of the 937 students who are registered this Spring 2014 at the college's national campus, a total of 355 students sought different services from the counseling office to assist them with their academic and/or personal development.</p>	SS2, 2.4, 2.6, SS3, 2.8	IIB.2																																	
	<p><b>Clinic visits to the dispensaries at the national and Pohnpei campuses</b></p> <p>The college's national campus nurse reported that her office recorded 1,641 visits to the dispensary from November 18, 2013 to March 6, 2014. Of these 1,641 visits.</p> <p>Of these recorded visits, 78% and 22% were visits from students and staff, respectively. According to the campus nurse, students and staff seeking treatment for generalized body aches and pains topped the list with 827 counts. Other types of visit include treatments of gastro-intestinal, eye-ear-nose related problems, skin diseases and infections, and others.</p> <p>On the other hand, the college's nurse at Pohnpei campus reported that there were 365 recorded clinic visits during the period beginning November 18, 2013 and ending, March 6, 2014. Most of these visits were minor aches and pains, injuries and other health issues.</p> <p><b>Table 7.0.</b> Clinic visits to the college's dispensaries at the national and Pohnpei campuses, November 18, 2013 to March 6, 2014</p> <table border="1"> <thead> <tr> <th>Type of Clinic Visit</th> <th>National</th> <th>Pohnpei</th> </tr> </thead> <tbody> <tr> <td>Viral syndrome/URI/cold/flu syndrome</td> <td>168</td> <td>4</td> </tr> <tr> <td>Minor injuries</td> <td>120</td> <td>73</td> </tr> <tr> <td>General body aches and pains</td> <td>354</td> <td>119</td> </tr> <tr> <td>Eye/ear/nose/throat related problems</td> <td>80</td> <td>19</td> </tr> <tr> <td>Skin disease and infections</td> <td>88</td> <td>3</td> </tr> <tr> <td>Gastro-intestinal related problems</td> <td>53</td> <td>12</td> </tr> <tr> <td>Genito Urinary problems</td> <td>4</td> <td>0</td> </tr> <tr> <td>Counseling for personal, health and family related problems</td> <td>6</td> <td>0</td> </tr> <tr> <td>Family planning including pregnancy testing and contraception administration</td> <td>173</td> <td>66</td> </tr> <tr> <td>Other health related IEC and consultation</td> <td>26</td> <td>0</td> </tr> </tbody> </table>	Type of Clinic Visit	National	Pohnpei	Viral syndrome/URI/cold/flu syndrome	168	4	Minor injuries	120	73	General body aches and pains	354	119	Eye/ear/nose/throat related problems	80	19	Skin disease and infections	88	3	Gastro-intestinal related problems	53	12	Genito Urinary problems	4	0	Counseling for personal, health and family related problems	6	0	Family planning including pregnancy testing and contraception administration	173	66	Other health related IEC and consultation	26	0	SS2, 2.4, 2.6, SS3, 2.8	IIB.2
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Others	144	0																									
Total	1,641	302																									
Student Life	<p><b>Code of Student Conduct</b></p> <p>In June 2013, a working group was tasked to draft the Code of Student Conduct. The draft policy was presented for initial review, comments and feedbacks to (a) the student body association, (b) the facilities and campus environment committee, (c) the management team, and the (d) cabinet.</p> <p>As scheduled and recommended during the presentation of the first draft of the Code to the college's cabinet last November 22, 2013, a post-initial review version of the draft Code of Student Conduct will be presented to the March 28, 2014 cabinet meeting and then to the college's legal advisor in April 2014. The final version of the Code of Student Conduct is scheduled to be presented to the Board of Regents for approval on May 19, 2014.</p> <p><b>Proposed Student Union at the National Campus</b></p> <p>The department's division of student life proposed to revive the Student Union then located in Building C, national campus in Palikir, Pohnpei. Currently, the space is utilized by the Peer Counseling Center (PCC), a sponsored program funded by UNFPA and Title X family planning program. As proposed: (a) the Student Union shall house the offices of the director of student life, the SBA and associated student clubs or organizations, a computer lab, and others; and (b) PCC shall be relocated to the room in the FSM-China Friendship Sports Center presently occupied by the SBA.</p> <p>The proposal necessitated from the need to establish a hub for all student support services and activities, and to determine the perceptions of the students about the proposal to revive the Student Union at the national campus, a survey was administered to a non-randomly selected sample of 299 students last December 9, 2013. The overall result of the survey showed that 89% of the samples are in agreement of the proposed plan with only 11% expressing either disagreement or neutrality.</p> <p><b>Calendar of Student Activities</b></p> <p>A calendar of student activities will soon be available online (<i>in progress</i>, <a href="http://www.comfsm.fm/?q=Student-Activity-Calendar">http://www.comfsm.fm/?q=Student-Activity-Calendar</a>). The calendar will detail events and activities sponsored by the various academic and administrative units, associated student clubs and organizations, and others. These events and activities that are aimed at supporting and complementing the college's mission by through programs which enhance: (a) a sense of community on campus; (b) foster recognition and appreciation of different cultures; (c) facilitate and nurture collective sense of purpose; and (d) assist students in developing an accountability for self-learning, critical thinking and pragmatic skills essential to become life long learners and knowledgeable and responsible citizens.</p>	SS2, 2.4, 2.6, SS3, 2.8	IIB.2																								
VPSS	<p><b>Review of Student Services Policies</b></p> <p>In support of continuous quality improvement and to ensure compliance with accreditation standards, the department had started reviewing policies that relate to student services. Policies were categorized into four: (1) policies needing revisions, (2) policies needing no revisions, (3) policies that are obsolete and have no applicability to the college's operations, and (4) policies identified as procedures. There are 18 major policies with 102 sections in the MAPP that relate to student services. Additionally, there are more or less 148 subsections.</p> <p>The department was able to identify those policies that are categorized as 2, 3, and 4 which had been presented for initial review to the cabinet and thence the executive council and the college's Board of Regents during its meeting in Kosrae last March 22, 2014.</p>		IIB.2																								
PCC	<p><b>Peer Counseling Center</b></p> <p>The PCC at Chuuk campus facilitated a session on suicide prevention to 50 students last November 18, 2013. To determine the knowledge gained as a result of participating in the session, pre- and post-tests were administered to the participants. Results showed 3% increase in the knowledge about the subject area. Additionally, the center also organized a presentation on family planning and the use of contraceptive methods to 23 students. Results of the pre-</p>	SS2, 2.4, 2.6, SS3, 2.8	IIB.2																								

	<p>and post-test administered to the participants showed an increase of 41% in the knowledge about the topic.</p> <p>The PCC at the national campus conducted a presentation on alcohol to 17 resident students of the college's residence halls. Pre-and post-tests were administered to the participants primarily to assess knowledge gained a result of participating in the session. Results showed 25% increase in the knowledge about the subject.</p> <p>The PCC also reported submitting to the FSM department of health and social affairs its family planning annual review last January 22, 2014, and its budget proposal, March 6, 2014.</p>		
Sports and Recreation	<p><b>Fall 2013 intramural games</b></p> <p>There were 451 students who participated the fall 2013 intramural games. To determine the perceived satisfactions of the participants about the intramural games, a survey was administered to a stratified sample of 50 students (at least five sample per team) who participated in the fall 2013 intramural games. Results of the survey show: (1) 60% of the participants signified satisfactions about the organization and how the games were delivered, and (2) 40% expressed either dissatisfaction or neutrality.</p> <p><b>Sport and Recreation Services</b></p> <p>Sports and recreation reported duplicated counts of 653 male and 304 female students who were provided sports and recreational- related services.</p>	SS2	IIB

**Emphasize academic offerings in service to national needs**

Office	Accomplishments	IEMP #	ACCJC #

Emphasize academic offerings in service to national needs – Measures of Success

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

Office	Accomplishments	IEMP #	ACCJC #

**Invest in and build a strong capacity in human capital**

Office	Accomplishments	IEMP #	ACCJC #
PCC	<p>Kosrae Peer Counseling Center's staff attended a two-week certification workshop on Primary Health Care and Substance Abuse Prevention.</p> <p>Chuuk Peer Counseling Center's staff attended a two-day workshop on First Aid and Cardiopulmonary Resuscitation (CPR).</p>		

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

Office	Accomplishments	IEMP #	ACCJC #

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

**Evoke an image of quality**

Office	Accomplishments	IEMP #	ACCJC #
SS	All units of the college's department of Student Services closed-the-loop of the 2012-2013 assessment cycle. Assessment reports are accessible in the TracDat. Additionally, units' assessment plans for the 2013-2014 assessment cycle are also posted in the TracDat.	SS2, 2.4, 2.6, SS3, 2.8	IIIB.2

Evoke an image of quality – Measures of success

## Institutional Effectiveness Indicators Update<sup>1</sup> (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
- Dorm 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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<sup>1</sup> 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).