

# College of Micronesia – FSM

## Student Services

### FY 2013 4th Quarter Performance Report[1]

#### April-June 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>Early Registration for Fall 2014 Semester</b></p> <p>The college early registered last July 7-11, 2014, 806 headcount students with 9,296.5 registered credits (or 774.71 full-time equivalent students).</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Campus</th> <th style="text-align: center;">In headcounts</th> <th style="text-align: center;">Registered Credits</th> <th style="text-align: center;">FTEs</th> </tr> </thead> <tbody> <tr> <td>National</td> <td style="text-align: center;">462</td> <td style="text-align: center;">5,734</td> <td style="text-align: center;">477.83</td> </tr> <tr> <td>Pohnpei</td> <td style="text-align: center;">252</td> <td style="text-align: center;">2,601.5</td> <td style="text-align: center;">216.79</td> </tr> <tr> <td>Chuuk</td> <td style="text-align: center;">36</td> <td style="text-align: center;">364</td> <td style="text-align: center;">30.33</td> </tr> <tr> <td>Kosrae</td> <td style="text-align: center;">9</td> <td style="text-align: center;">88</td> <td style="text-align: center;">7.33</td> </tr> <tr> <td>Yap</td> <td style="text-align: center;">47</td> <td style="text-align: center;">509</td> <td style="text-align: center;">42.42</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>806</b></td> <td style="text-align: center;"><b>9,296.5</b></td> <td style="text-align: center;"><b>774.71</b></td> </tr> </tbody> </table> <p>The figures in the above table do not include end-of-Summer 2014 academic standing for Yap Campus. The campus' Summer 2014 sessions ends July 28-29, 2014, and final grades are due from instructors, July 31, 2014; as such, as of report the Summer 2014 academic standing figures for Yap Campus were not available. Table below shows the comparison between the Summer 2013 and Summer 2014 academic standing in percent of enrollment by campus.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Campus</th> <th colspan="3" style="text-align: center;">Summer 2013</th> <th colspan="3" style="text-align: center;">Summer 2014</th> <th rowspan="2" style="text-align: center;">Increase (Decrease) % in good standing)</th> </tr> <tr> <th style="text-align: center;">Enrollment</th> <th style="text-align: center;">Good standing in % of n</th> <th style="text-align: center;">Not in good standing in % of n</th> <th style="text-align: center;">Enrollment</th> <th style="text-align: center;">Good standing in % of n</th> <th style="text-align: center;">Not in good standing in % of n</th> </tr> </thead> <tbody> <tr> <td>National</td> <td style="text-align: center;">549</td> <td style="text-align: center;">90.52%</td> <td style="text-align: center;">9.47%</td> <td style="text-align: center;">437</td> <td style="text-align: center;">93.36%</td> <td style="text-align: center;">6.64%</td> <td style="text-align: center;">3.09% Increase</td> </tr> <tr> <td>Pohnpei</td> <td style="text-align: center;">206</td> <td style="text-align: center;">91.26%</td> <td style="text-align: center;">8.74%</td> <td style="text-align: center;">219</td> <td style="text-align: center;">93.61%</td> <td style="text-align: center;">6.39%</td> <td style="text-align: center;">2.54% Increase</td> </tr> <tr> <td>Chuuk</td> <td style="text-align: center;">204</td> <td style="text-align: center;">88.73%</td> <td style="text-align: center;">11.27%</td> <td style="text-align: center;">136</td> <td style="text-align: center;">93.38%</td> <td style="text-align: center;">6.62%</td> <td style="text-align: center;">5.11% Increase</td> </tr> <tr> <td>Kosrae</td> <td style="text-align: center;">150</td> <td style="text-align: center;">84.00%</td> <td style="text-align: center;">16.00%</td> <td style="text-align: center;">111</td> <td style="text-align: center;">81.08%</td> <td style="text-align: center;">18.92%</td> <td style="text-align: center;">3.54% Increase</td> </tr> </tbody> </table>	Campus	In headcounts	Registered Credits	FTEs	National	462	5,734	477.83	Pohnpei	252	2,601.5	216.79	Chuuk	36	364	30.33	Kosrae	9	88	7.33	Yap	47	509	42.42	<b>Total</b>	<b>806</b>	<b>9,296.5</b>	<b>774.71</b>	Campus	Summer 2013			Summer 2014			Increase (Decrease) % in good standing)	Enrollment	Good standing in % of n	Not in good standing in % of n	Enrollment	Good standing in % of n	Not in good standing in % of n	National	549	90.52%	9.47%	437	93.36%	6.64%	3.09% Increase	Pohnpei	206	91.26%	8.74%	219	93.61%	6.39%	2.54% Increase	Chuuk	204	88.73%	11.27%	136	93.38%	6.62%	5.11% Increase	Kosrae	150	84.00%	16.00%	111	81.08%	18.92%	3.54% Increase	IEMP SS 2, 2.4-2.6	IIB.2
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Total	1,109	89.45%	10.55%	903	91.92%	8.08%	2.72% Increase
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**Transcripts, Applications for Readmission, Second Degree, and Others**

The Office of Admissions, Records and Retention (OARR) reported that during the months of May to July 2014 it processed and/or issued 257 academic transcripts and nine certificates of enrollment in support applications for admission to other higher education institutions, employment, scholarship assistance, and others of students, alumni and former students. Additionally, the office also received 45 and 13 applications for Fall 2014 readmission and admission to a second degree, respectively.

The office also reported over-the-counter services provided to 127 headcounts during the months of May and June 2014. These services included filing of applications for graduation, new admissions, readmissions, third-year programs, grade and IDP change, transcript requests, course withdrawals and substitutions, and requesting degree audits, and others.

FAO

**Summer 2014 Pell Awards**

The college's Financial Aid Office (FAO) reported 272 Pell grant recipients during Summer 2014 who were awarded \$ 375,934.00 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Campus	Summer Enrollment	Pell Recipients	Recipient in % of Enrollment	Pell Award in US\$
National	437	129	29.52%	143,599.00
Pohnpei	219	97	44.29%	107,282.00
Chuuk	136	30	22.06%	68,520.00
Kosrae	111	16	14.41%	21,876.00
Yap	95	27	28.42%	34,657.00
<b>Total</b>	<b>998</b>	<b>299</b>	<b>29.96%</b>	<b>375,934.00</b>

**Supplemental Educational Grant**

FAO also reported awarding \$20,387.00 of Supplemental Educational Grant (SEG) to 58 during Summer 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

**Other Scholarships**

Table below shows the distribution of recipients and amount of scholarship assistance received from state and the FSM national governments during the month of May 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Scholarship	Recipients	Awards in US\$
Chuuk State	6	3,352.00
Kosrae State	1	1,250.00
Yap State	0	0.00
FSM National	1	1,000.00
<b>Total</b>	<b>8</b>	<b>5,602.00</b>

**SEG and US Veteran Affairs Work-Study**

Table below shows the distributions of recipients and amount of earnings received from the SEG and US Veteran Affairs work-study programs, as of May 2014

SS2, 2.4, 2.6, SS3, 2.8

IIB.2

(ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Campus	SEG Work-Study Program		US Veteran Affairs Work-Study Program	
	Recipients	Earnings in US\$	Recipients	Earnings in US\$
National	298	53,901.00	7	12,629.50
Pohnpei	200	38,796.25		
Chuuk	32	5,013.75		
Kosrae	24	4,300.00		
Yap	36	6,588.75		
FSM FMI	53	10,092.50		
<b>Total</b>	<b>643</b>	<b>118,692.25</b>	<b>7</b>	<b>12,629.50</b>

Counseling Services

**Tutoring Services**

Lead counselor at the college’s national campus reported that A+ Center had contracted for Summer 2014 five tutors in multiple subject areas that include Math, English, Natural Science, Education, Computer and Information Technology, and Accounting.

Summer 2014 tutoring schedule was sent to faculty members for their information. 21 students were tutored in Math, English, Natural Science, Education, Computer and Information Technology, and Accounting (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

**EducationUSA**

Counselor Mike Ioanis attended the EducationUSA Forum last June 23-25, 2014 in Washington, DC. Designed for international admission and enrollment management professionals at U.S. colleges and universities, the forum offered practical information and strategies to help participants expand their international student recruitment. Eight universities expressed interest in accepting Micronesian students and as transfer destinations for COM-FSM students (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

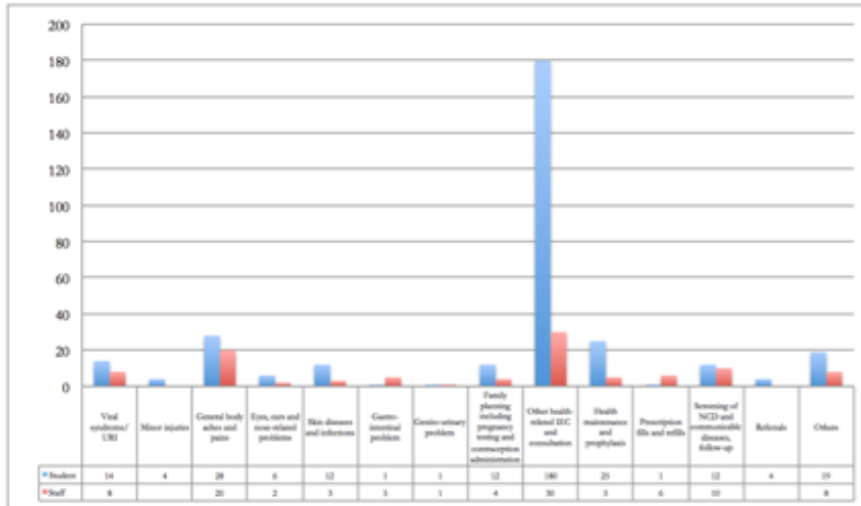
SS2, 2.5, 2.6

IIB.2

Health Services

**Health Services**

The college’s National Campus nurse reported 421 recorded visits by students and staff to the dispensary during the month of June 2014. Chart below shows the frequency distributions by type of visit (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).



Of the 421 recorded visits, 319 (or 75.77%) and 102 (24.23%) were students and staff, respectively. The foregoing chart shows that “other health-related IEC and consultation” had the highest frequency count (210 or 49.88% of 421) followed by “general body aches and pains” and “health maintenance and prophylaxis.”

**Measles: Emergency Management Committee**

The campus nurse at the college’s national campus participated in meetings organized by Pohnpei State’s Emergency Management Committee which was in response to the measles outbreak in Kosrae State and reported confirmed cases on Pohnpei.

MMR vaccinations were organized during the months of June and July 2014. 138 students, and 79 faculty and staff received MMR vaccinations. Of the 138 students, 54 were residents of the college’s residence halls, and 84, off-campus students (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

SS2, 2.4, 2.6, SS3, 2.8

IIB.2

Student Life

**Student Life: Fall 2014 Orientation**

Tasked by the acting VP for Student Services, Director of Student Life organized several meetings in preparation for the August 4-7, 2014 orientation for incoming new and transfer students (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

**Peer Advisors (Orientation Leaders) Training** A training for peer advisors (orientation leaders) has been scheduled on July 31 to August 1, 2014. These peer advisors (or orientation leaders) will be providing assistance during the orientation week including the registration of incoming new and transfer students, August 8, 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

**College Visits** 62 high school sophomores and participants of the GEAR-UP program including 11 program staff visited the college’s national campus last June 27, 2014. An orientation about the college, its curricular programs and support services

SS2, 2.4, 2.6, SS3, 2.8

IIB.2

	<p>and facilities including admissions criteria and requirements was organized for the participants. (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).</p> <p>The 62 GEAR-UP participants were submitted to a survey to determine the perceptions of the 62 GEAR UP participants about the orientation and their college visit. Results of the survey are summarized as follows:</p> <ol style="list-style-type: none"> <li>62 (or 100%) of the participants expressed agreement that they felt welcome by college's staff during their college visit.</li> <li>56 (or 90%) of the participants expressed agreement that (a) they found the orientation provided by college staff very informative; (b) the information presented during the orientation was clear and understandable; (c) the campus tour was an enjoyable experience; (d) the tour provided them more information about the college, in general, and the national campus, in particular; (e) the tour guides were very helpful; and (g) others.</li> <li>The survey also included an open-ended question allowing participants to share their general comments and views about the orientation, the college, and their visit.</li> </ol>		
Sports and Recreation	<p><b>June 2014 Basketball Volunteers Training and routine services</b></p> <p>The college's Sports and Recreation Coordinator at the national campus has been appointed facility and basketball manager for the 8th Micro Games. As such, he facilitated a basketball training to 10 staff and 20 students last June 13, 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).</p> <p>Sports and Recreation also reported 79 recorded usages of the recreational center during the month of June. The 79 recorded usages included 24 (or 30.38%) and 55 (or 69.62%) male and female students, respectively.</p> <p><b>Gym Renovation</b></p> <p>The gym was officially-closed effective June 23, 2014 for major floor renovations and other repairs in preparation of the 8th Micro Games and opening of the Fall 2014 semester (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).</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

**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	Kosrae Peer Counseling Center's staff attended a two-week certification workshop on Primary Health Care and Substance Abuse Prevention.  Chuuk Peer Counseling Center's staff attended a two-day workshop on First Aid and Cardiopulmonary Resuscitation (CPR).		

**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	IIB.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).