

Administrative and Support Units

Mission and Outcomes/Objectives Development Worksheet #1

Office of the Vice President of Administrative Services	October 1, 2012 – September 30, 2013
Unit/Office/Program (1-1) Joe Habuchmai & Sinobu Lebehn	Assessment Period Covered (1-2)
Submitted by (1-3)	Date Submitted (1-4)

Institutional Mission (1-5):
Institutional Mission: 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.
Institutional Strategic Goal Supported (1-6):
Strategic Goal 3: Create adequate learning and working environment.
Strategic goal 5: Invest in sufficient, qualified, and effective human resources.
Strategic goal 6: Ensure sufficient and well-managed fiscal resources that maintain financial stability.
Strategic Goal 9: Provide for continuous improvement of programs, services and college environment.

Administrative Services Unit/Program Mission Statement: <i>(First present a philosophical statement related to your units/programs/office followed by a listing of services you provide):</i>
Mission: • Invest in sufficient, qualified, and effective human resources; • create an adequate working and learning environment; • ensure sufficient and well-managed fiscal resources and maintain financial stability; and • ensure continuous improvement based on planning and assessment of programs and services.
Office of the VPAS oversees the Department of Administrative Services in support of the mission of the college. • Overseeing development of adequate facilities to support a learning community. • Participating and overseeing participation of program and campus directors in meetings, trainings, and work related activities of the college. • Promote effective communication and customer services at every unit in the department to effectively serve the students, staff and the community. • Serve as the primary consultant to the President in matters relating to Administrative Supports. • Facilitate committee meeting on long range planning, facility planning, fiscal allocations, and management issues regarding the college. • Support department's directors in the effective management of each unit. • Oversee the development of the college's budget in conjunction with the missions and priorities of the college. • Establishing and maintain contract with community organizations, national and state government agencies, and outside agencies. • Overseeing effective delivery of services at all service units within the department to improve student's learning a achievement.

Unit/Program Goals (1-8):

To ensure that services provided by the department have positive impact on the staff, faculty and student learning at the college.

Unit/Program Outcomes/Objectives (1-9):

Objective 1. Create adequate learning and working environment by providing financial and administrative support for repairs, renovations, and development of facilities at all campuses.

Objective 2. Promote effective communication and customer services at every unit to effectively serve the students, staff and the community.

Objective 3. Oversee the annual budget development in conjunction with the missions and priorities of the college.

Objective 4. Facilitate and provide support for the space utilization study to achieve its intended outcome.

Objective 5. Provide assistance and support for the President and the BOR to secure financial support for the college to replace the compact annual decrement.

Objective 6. Provide coordination oversight on all pending accreditation matters to be ready for the accreditation visit in March 2013.

1-10 Endorsed by:

Date: _____

Approved by President

Assessment Plan Worksheet #2

Office of the Vice President of
Administrative Services

Unit/Office/Program (2-1)
 Formative Assessment (2-3)
 Summative Assessment (2-4)

October 1, 2012 –September 30,
2013

Assessment Period Covered (2-2)

Submitted by & Date Submitted (2-5)

Endorsed by (2-5a)

Institutional Mission/Strategic Goal (2-6):

Mission: 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.

Strategic Goal (which strategic goal(s) most support the services being provided) (2-7):

Unit/Program Mission Statement (2-8):

To oversee the development of college's human resources capacity; create an adequate working and learning environment; ensure sufficient and well-managed fiscal resources and maintain financial stability; enhance the development of information and communication infrastructure and ; ensure continuous improvement based on planning and assessment of our programs and services.

Office of the VPAS oversees the Department of Administrative Services in support of the mission of the college.

- Overseeing development of adequate facilities to support a learning community.
- Participating and overseeing participation of program and campus directors in meetings, trainings, and work related activities of the college.
- Promote effective communication and customer services at every unit in the department to effectively serve the students, staff and the community.
- Serve as the primary consultant to the President in matters relating to Administrative Supports.
- Facilitate commit meeting on long range planning, facility planning, fiscal allocations, and management issues regarding the college.
- Support departments and campus directors in effective management of campuses and unit in the department
- Oversee the development of the college's budget in conjunction with the missions and priorities of the college.
- Establishing and maintain contract with community organizations, national and state government agencies, and outside agencies.
- Overseeing effective delivery of services at all service units within the department.

Unit/Program Goals (2-9):

To ensure that services provided by the department have positive impact on the staff, faculty and student learning at the college.

Unit/Program Outcomes/Objectives (2-10):

Objective 1. Create adequate learning and working environment by providing financial and administrative support for facilities development at all campuses. Two IDP projects to be completed by this fiscal year ending FY2011. Oversee completion of at least one project funded by positive fund balance at each campus for this FY2011 period.

Objective 2. Promote effective communication and customer services at every unit to effectively serve the students, staff and the community by conducting one customer service training and 8 A-Team meetings, minutes from all cabinet to all units services.

Objective 4. Oversee the annual budget development in conjunction with the missions and priorities of the college.

Objective 5. Facilitate standing committee meetings (PRC) on long range planning, facility planning, fiscal allocations, and management issues regarding the college.

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
<p>Objective 1. Create adequate learning and working environment by providing financial and administrative support for facilities development at all campuses. Two IDP projects to be completed by this fiscal year ending FY2011.</p> <ol style="list-style-type: none"> 1. Are all requested facilities constructions being built as requested for all sites? 2. Are all fund balance request from each campus being funded? 3. Are the constructions for new facilities at Chuuk, Kosrae, Pohnpei and National campuses start on time? 	<ol style="list-style-type: none"> 1. (<i>IDP Master plan revised 2011, Maintenance Updates to the Board.</i>) 2. <i>Minutes from Finance Committee and Updates Reports from Business Office to the Board of Regents</i> 	<p>Newly revised IDP Plan submitted to Board and JEMCO.</p> <p>2. Log sheet and signed contracts for each project.</p>	<p>Descriptive analysis: IDP Projects are still on hold by JEMCO</p> <p>2. Descriptive statistics: Analyze the outcome of each contract by</p>

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
	<p>3. <i>JEMCO resolution of March 2011 and September 2011 disapproved the use of IDP funds from the compact sector grant for new facilities.</i></p>		<p>state.</p>
<p>Objective 2. Promote effective communication and customer services at every unit to effectively serve the students, staff and the community by conducting one customer service training and 8 A-Team meetings, minutes from all cabinet to all units services.</p> <p>Objective 2. Promote effective communication and customer services at every unit to effectively serve the students, staff and the community.</p> <ol style="list-style-type: none"> 1. Are quarterly reports, board's updates received from each division in a timely manner? 2. How many A-Team meetings took place during this reporting period? 3. Are all of the minutes from cabinet meetings including notes transmitted to division directors? 4. How many customer service and protocol trainings took place during this reporting period? 5. Are all communications external and internal responded to in a timely manner? 	<p>2.1 <i>VPAS Executive Secretary log.</i></p> <p>2.2 A-Team minutes for the fiscal year.</p> <p>2.3 Executive Secretary's log and email transmittals to the Directors.</p>	<p>2.1. Dates reports received at the VPAS Executive Secretary Desk</p> <p>2.2 Count how many for the whole year.</p> <p>2.3 Counting the number of times of cabinet meetings against actual transmittals.</p>	<p>2.1 Descriptive Statistics: Analyze the reason for delay and work on effective use of the google docs.</p> <p>2.2 Descriptive Statistics: Frequency and attendance of members must be reviewed.</p> <p>2.3 If the</p>

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
<p>6. Are all requests for student's transportation, field trips, and staff use of vehicles outside of working hours responded to in a timely manner?</p> <p>7. Are the communication hardware and software at all campuses upgraded to handle standing committee's meetings?</p>	<p>2.4 Update report from the HRO regarding training on Staff Development Day</p> <p>2.5 VPAS Executive Secretary's log.</p> <p>2.6 Executive Secretary Log and email communications.</p> <p>2.7 IT Updates for quarterly and board reports.</p>	<p>2.4 Count how many administrative, faculty, students, staff attend the training on Staff Development Day.</p> <p>2.5 Count incoming and outgoing communication</p> <p>2.6 Maintenance update reports are also useful to check the outcome.</p> <p>2.7 Number of labs turned over and status of telephones at each campus</p>	<p>number of transmittal of notes and minutes is short compared to actual cabinet meetings, why?</p> <p>2.4 Analyze the impact of this on services provided especially in the support services. Targeting Business Office, HRO, etc.</p> <p>2.5 Find out how many days does it take to respond internal and external communication.</p> <p>2.6 Analyze the decision making process on the use of college vehicles.</p> <p>2.7 Use Descriptive Statistics to analyze frequency of lab turned over and all communication hard wares and</p>

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
			softwares conditions at all sites.
<p>Objective 3. Oversee the annual budget development in conjunction with the missions and priorities of the college.</p> <ol style="list-style-type: none"> 1. Is the college maintaining a balanced budget during this reporting period? 2. Is the budget guidelines reflect a process where it encourages everyone to participate in the formulations of it? 	<p>3.1 Business Office financial reports on expenditures against revenues. Finance committee meetings on balancing the annual budget.</p> <p>3.2 2011 Budget guidelines and department's process in formulating annual budget from VPs.</p>	<p>3.1 Business Office provides accurate up to date reports on expenditures and revenue for the whole year.</p> <p>3.2 Observation of how the process occurred in 2011.</p>	<p>3.1 Descriptive Statistics: What are the challenges for this fiscal year?</p> <p>3.2. Descriptive Analysis of the process.</p>
<p>Objective 4. Facilitate no less than five standing committee meetings (PRC) on long range planning, facility planning, fiscal allocations, and management issues regarding the college.</p> <ol style="list-style-type: none"> 1. How many PRC meetings took place during this reporting period? 2. Are the meetings had good attendance by the members? 	<p>4.1 Minutes of PRC meetings on IRPO website and VPAS Executive Secretary files.</p>	<p>4.1 Counting</p>	<p>4.1. & 4.2 Descriptive Analysis of participation, attendance, and outcome of meetings and how it contributes to the mission of the college.</p>

Timeline (2-15)

Activity (2-16)	Who is Responsible? (2-17)	Date (2-18)
Create adequate learning and working environment by providing financial and administrative support for facilities development at all campuses. Two	VPAS, Director of Maintenance, and Campus Directors	FY2011

IDP projects to be completed by this fiscal year ending FY2011.		
Promote effective communication and customer services at every unit to effectively serve the students, staff and the community by conducting one customer service training and 8 A-Team meetings, minutes from all cabinet to all units services. Promote effective communication and customer services at every unit to effectively serve the students, staff and the community.	VPAS, VPAS Executive Secretary, all A-Team Members	FY2011
Oversee the annual budget development in conjunction with the missions and priorities of the college.	VPAS and IRPO	FY2011
Facilitate no less than five standing committee meetings (PRC) on long range planning, facility planning, fiscal allocations, and management issues regarding the college.	VPAS and IRPO	FY2011

Comments (2-19):

