Administrative and Support Units
Assessment Report Worksheet #3

Office of the Vice President of Administrative Services	October 1, 2010 to September 31, 2011
Unit/Office/Program (3-1)	Assessment Period Covered (3-2)
( ) Formative Assessment (3-3)	September 5, 2011
(X) Summative Assessment (3-4)	Submitted by & Date Submitted (3-5)
	Endorsed by: (3-5a)

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

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?

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

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?
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?
7.   Are the communication hardware and software at all campuses upgraded to handle committee meetings?

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

1.   Is the college maintaining a balanced annual budget?
2.   Is the budget guidelines reflect a process where it encourages everyone to participate in the formulations of it?

Objective 4. Facilitate standing committee meetings (PRC) on long range planning, facility planning, fiscal allocations, and management issues regarding the college.

1.   How many PRC meetings took place during this reporting period?
2.   Are the meetings had good attendance by the members?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)):

1a. Means of Unit Assessment & Criteria for Success (3-8):

1. Are all requested facilities constructions being built as requested for all sites? *(IDP Master plan revised 2011, Maintenance Updates to the Board.)*
2. Are all fund balance request from each campus being funded? *Minutes from Finance Committee and Updates Reports from Business Office to the Board of Regents*
3. Are the constructions for new facilities at Chuuk, Kosrae, Pohnpei and National campuses start on time? *JEMCO resolution of March 2011 and September 2011 disapproved the use of IDP funds from the compact sector grant for new facilities.*
4. Are quarterly reports, board's updates received from each division in a timely manner? *VPAS Executive Secretary log.*
5. How many A-Team meetings took place during this reporting period? *A-Team Minutes*
6. Are all of the minutes from cabinet meetings including notes transmitted to division directors? *Email transmittal and logging of communications from VPAS Executive Secretary.*
7. How many customer service and protocol trainings took place during this reporting period? *Update report from the HRO regarding training on Staff Development Day.*
8. Are all communications external and internal responded to in a timely manner? *VPAS Executive Secretary's log.*
9. Are all requests for student's transportation, field trips, and staff use of vehicles outside of working hours responded to in a timely manner? *VPAS Executive Secretary log*
10. Are the communication hardware at all campuses upgraded to handle committee meetings? *Updates from IT Committee and IT Office on VOIP and Telecom phone line access.*
11. Is the college maintaining a balanced annual budget? *Business Office Report updates to BOR and Finance Committee Minutes.*
12. Is the budget guidelines reflect a process where it encourages everyone to participate in the formulations of it? *Budget Guidelines from 2011*
13. How many PRC meetings took place during this reporting period? *PRC Minutes on the IRPO website and Executive Secretary file*
14. Are the meetings had good attendance by the members? *Minutes of PRC on file.*

1b. Summary of Assessment Data Collected (3-9):
1. Are quarterly reports, board's updates received from each division in a timely manner? *VPAS Executive Secretary log.*
   - No, still need improvement in collecting quarterly reports, board's updates on time.

2. Are all requested facilities constructions being built as requested for all sites? *(IDP Master plan revised 2011, Maintenance Updates to the Board.)*

   - Yap Campus has completed the first two IDP projects namely the Student Services And a classroom buildings.
   - Kosrae Multipurpose building, Pohnpei library and vocational buildings, and National campus student services are being put on hold indefinitely by JEMCO. Funding has not been approved.
   - Chuuk Campus new campus funding for construction is also put on hold. US JEMCO will not fund construction of a new campus.
3. Are all fund balance request from each campus being funded? *Minutes from Finance Committee and Update Reports from Business Office to the Board of Regents.*
   - Ninety percent (90%) of all fund balance requests were funded.
     a. Pohnpei Campus Utilities supplemental request $85,000
     b. FMI Utilities request $51,000
     c. Pohnpei Campus fringe benefits 2011 supplemental request $55,000

d. HRO supplemental request not funded but recommend use of unfilled positions and housing $50,000
e.   Standby generator for Administration, library and faculty buildings was funded for generator housing, electrical panels, electrical conduit, double throw switches. $20,000 for the housing $50,000 for electrical cables and double throw switches and labor.
f. National Campus classrooms standby generator housing and electrical cables were funded. $26,000 for the generator $15,000 for labor and electrical cables.
g. Covered Walkway construction was funded. $236,873
h. SIS Phase III upgrade was also funded. $85,000
i. Signage for names of buildings at the National campus was funded. $7,040
j. New Bus for the enter-campus shuttle system $17,471

4. Are quarterly reports, board's updates received from each division in a timely manner? *VPAS Executive Secretary log.*
   - All quarterly reports, board updates must be received no later than the established deadline from all units within the department of administrative services.
     a. Two divisions are not up on the google docs for us to do the cloud reporting updates. The Business Office and the Maintenance Office have signed up as of the time of this report 9/12/11
     b. HRO, VPAS, IT have all obtain an account on google docs and are doing exchanges or sharing of documents on the cloud.
     c. Our records show that nearly all timelines for turning in of report were missed by all divisions. VPAS office also missed timelines for submission of reports quarterly and reports to the Board.

5. How many A-Team meetings took place during this reporting period? *Eight A-Team Minutes*
   - A total of 10 A-Team meetings were targeted for the Fiscal year 2011.
     a. A total of 8 out of 10 meetings actually took place according to the minutes from A-Team.
     b. It must be noted that the composition of A-Team before December 2010 was different because it included the IRPO, DCR, and Campus Directors. Now the composition is only four divisions, HRO, IT, Business Office, and Maintenance Office.
6. Are all of the minutes from cabinet meetings including notes transmitted to division Directors? *Email transmittal and logging of communications from VPAS Executive Secretary.*
     a. Nine cabinet meeting's notes were sent out through email to the A-Team members except for 2 cabinet meetings that the VPAS laptop was malfunction. Cabinet notes were sent out on the same day of the meeting.
     b. Nine cabinet meetings took place during the reporting period with 9 copies of the meeting's minutes were transmitted to the A-Team members. (*Executive Secretary Email Address).*
   Cabinet Meeting Updates by VPAS:
   - October 7, 2010
   - November 23, 2010
   - January 11, 2011
   - January 25, 2011
   - April 5, 2011
   - May 24, 2011
   - July 5, 2011

- July 26, 2011
- August 16, 2011

7. How many customer service and protocol trainings took place during this reporting period? *Update report from the HRO regarding training on Staff Development Day.*

   a. One customer service training was conducted during the Staff Development Day as requested by VPAS. This training was done by a staff from the US Embassy Michaela.
   b. One Protocol Training was conducted also on the staff development day by Norma Edwin.

8. Are all communications external and internal responded to in a timely manner?
   a. Total of 118 internal and external communications were logged in the VPAS Executive Secretary log book.
   b. Funding request, intercampus exchanges through formal official letter head, and outside exchanges using vpasVPAS letter head.

9. Are all requests for student's transportation, field trips, and staff use of vehicles outside of working hours responded to in a timely manner?
   a. Fourteen(14) field trip requests came through the VPAS Office as reflected in the log book.
   b. According to this assessment, it takes only one day to respond to requests for student's field trips and staff use of vehicles. Few transportation requests were turned down due to the nature of the requests. Some of this involved student's going off campus for birthday parties or night outages. The policy needs to be clarified so only allowed transportation requests will be given approval.

10. Are the communication hardware and software at all campuses upgraded to handle committee meetings?   *Updates from IT Committee and IT Office on VOIP and Telecom phone line access.*
   a. VOIP Teleconference capacity is no longer a viable tool to use due to bandwidth issues.
   b. Telephone Teleconferencing line has been utilized for cabinet meetings and standing committees.

11. Is the college maintaining a balanced annual budget?*(IRPO Website for budget 2011 and Business Office Reports on financial status of the college.)*
   a. For this past year, the college has experienced surplus of revenue due to good enrollment.
   b. The college has established fiscal responsibilities by all managers to cut back on special services contracts, new hiring of support staff to balance the during the past years.   This year is exceptional.

12. Is the budget guidelines reflect a process where it encourages everyone to participate in the formulations of it?
   a. FY2011 budget guidelines called for wider participation of staff and faculty in the process of formulating the budget.   The budget was maintained at the 2010 and 2009 levels. Fringe benefits continue to increase while the budget ceiling maintained at the same level. Department personnel still continue to learn how to write smart objectives. The development of worksheet #1, #2 during the training for 2012 budget was helpful.
   b. We recommend a much wider participation level of both staff and faculty for the 2013 budget formulation.

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):

Recommendation 1: All directors of programs plus all counterparts at the state campuses must
                   create a gmail account to access the google docs for easy input of data on

the cloud. This will include weekly updates to be placed on the cloud
through the google docs account.

Recommendation 2:   Construct new college facilities using some of the college surplus and
apply the our own building construction standards for the needed buildings
to meet accreditation requirements.

Recommendation 3:   The number of A-Team meetings will be maintained at 10 for 2013.

Recommendation 4: Fund balance request be channeled through the VPAS office before going
Finance committee for action.

Recommendation 5: Create list serve for all units in the administrative services to receive cabinet
notes and minutes. This will include staff from the state campuses to reflect
the new organizational structure.

Recommendation 6: Recommend fund in the FY2013 budget to have someone like the
consultant from the US Embassy to conduct Customer Service and Protocol
trainings at all campuses.

Recommendation 7: Update the policy on uses of all college vehicles at both the state and
The national campus.

Recommendation 8: Include in the FY2012 and 2013 budget adequate funding to carry out
Committee meetings, cabinet, and other important meetings to have a wider
level of staff and faculty participation and engagement in decision making
process from all campuses.

Recommendation 9: Work with Business Office to provide timely reporting of the college's
financial status to the college and the stakeholder. Monthly and quarterly
reports of the financial health of the college.

Recommendation 10: Encourage all departments through VPs and middle managers at the
college to involve everyone in the formulation of the college annual
Budget.

END

Administrative and Support Units
Assessment Report Worksheet #3

Information Technology Office	**Oct 1, 2010-Sept 31,2011**
Unit/Office/Program (3-1)	Assessment Period Covered (3-2)

(   ) Formative Assessment (3-3)

(   ) Summative Assessment (3-4)

Submitted by & Date Submitted (3-5)

Endorsed by: (3-5a)

Evaluation Question (Are Technology needs being met for the COM-FSM system)(3-6):
Satisfaction is at 75%.

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)):

1a. Means of Unit Assessment & Criteria for Success (3-8): Overall satisfaction survey is to be at 75%
1b. Summary of Assessment Data Collected (3-9):
1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10): Systems software updated to maintain security capabilities. Network software and hardware upgraded to maintain security and monitoring capabilities and reduce downtime causes. IT staff schedules and work stations changed to accommodate temporary technology needs.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11):

2a. Means of Unit Assessment & Criteria for Success:

2b. Summary of Assessment Data Collected: Survey question:

IT provides adequate level of service for the College.

Strongly Agree (A1)	4	5.33%
Agree (A2)	19	25.33%
Neutral (A3)	11	14.67%
Disagree (A4)	11	14.67%
Strongly Disagree (A5)	7	9.33%
N/A (A6)	1	1.33%
No answer	1	1.33%
Not completed or Not displayed	21	28.00%

How often do you use services:

Daily (A1)	4	7.41%

Weekly (A2)	4	7.41%
5-10 times bi-weekly (A3)	1	1.85%
1-4 times bi-weekly (A4)	7	12.96%
Never used (A5)	8	14.81%
No answer	4	7.41%
Not completed or Not displayed	26	48.15%

2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]: Expand IT capabilities for better service and availability.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-12):

3a. Means of Unit Assessment & Criteria for Success:

3b. Summary of Assessment Data Collected:

3c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop]:

Administrative and Support Units
Assessment Report Worksheet #3

Human Resources Office	October 1,2010– September 31, 2011
Unit/Office/Program	Assessment Period Covered
( ) Formative Assessment	9/15/2011
( ) Summative Assessment	Date Submitted

Administrative Evaluation Question (Use a different form for each evaluation question):

Do employees on special contracts begin work after contact is fully approved? NO, majority begin work before contract is completed.

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success: Analysis of the following will indicate improvement made since last assessment and further areas of improvement:
   a) Monthly employment data on special contracts – time sheet verses date of contact approval from President
   b) Checklist per contract where employee begins work before approval – factors that influence incompliance with policies and procedures

1a. Summary of Assessment Data Collected:
PT Contracts statistical summary of contractors who began work BEFORE contract was approved during 3 random months.

Campuses	October 2010	May 2011	August 2011	Total per campus
National	59/67	79/90	35/45	173/202
Pohnpei	52/69	46/131	38/65	136/265
Chuuk	25/31	36/42	19/22	80/95
Kosrae	27/34	34/42	10/13	71/89
Yap	20/27	30/31	16/17	66/75
FMI	2/13	12/13	12/13	26/39
Total	185/241	237/349	130/175	552/765

77% of contractors began working BEFORE contract was approved during October 2010
68% of contractors began working BEFORE contract was approved during May 2011
75% of contractors began working BEFORE contract was approved during August 2011
73% of 765 contractors for the whole College began working BEFORE contract was approved in combination of the 3 months sample.

1a: Use of Results to Improve Unit Services:

Data results will be used to pinpoint specific source of incompliance with specific improvement plan

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success:
 Analyze College's responses to incompliance with established procedures and policies in the following ways:
     a) Identify specific cases and recurring issues per campus and office
     b) Review established policies and procedures for improvement areas

1b. Summary of Assessment Data Collected:
   1. National Campus
     a. PT Instructional Contracts – they are always late
     b. Peer Counseling- contracts can be processed one year later
     c. Tutors – late and incomplete
     d. Other are just late
   2. Pohnpei Campus
     a. PT Instructional Contracts – they are usually late
     b. TRIO Programs – contracts come down after or during the week program already started
     c. Others – come after the fact, late
   3. Chuuk Campus
     a. PT Instructional Contracts – they are always late
     b. UB contracts – come late and incomplete
     c. CRE – come late and incomplete, can be as later as one year later
   4. Kosrae Campus
     a. PT Instructional Contracts – they are always late
     b. UB contracts –late and incomplete
     c. Others – come late and incomplete
   5. Yap Campus
     a. PT instructional contracts – they always late
     b. UB contracts – incomplete and late
   6. FMI Campus
     a. Security and maintenance – sometimes on time sometimes not, incomplete

1b: Use of Results to Improve Unit Services: Results will be used to make specific decisions and recommendation for improvement.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:
 Analyze the following data to pinpoint area of improvement in the procedures:
     1) Type of positions use special contracts
     2) Type of programs that use special contracts
     3) Identify supervisors who process contracts after employee begin work

1c. Summary of Assessment Data Collected:

Positions – Clerk, assistant, nursery assistants, tutors, janitors, security officers, maintenance workers, instructors, bus drivers, dorm residence assistants, facilitators, account clerk, night watchman, project inspector, machine repairman, field assistant, library coordinator, instructor trainee, cook, laborer, agriculture extension agent, outreach program coordinator, office assistant, ground technician, technical consultant, utility worker, administrative clerk, sport assistant, lab assistant, assessment consultant, apprentice, course developer.

Programs – TRIO Programs, Student Services, Peer Counseling, CRE, Public Health, Nursing Program, Maintenance and Security, Instructional Department, Pohnpei Outreach Program, IT, Gear Up, PBDC, Dorm, LRC, Cafeteria

Supervisors – everyone at one time or another submit contracts that are late or incomplete, though some are worst than others.

1c: Use of Results to Improve Unit Services:
Results will be used to make specific decisions and recommendations for improvement in the program.

Areas of Improvement:
1. Accurate HR assessment need
2. Filling unfilled positions
3. Submission/processing of contracts
4. Compliance with established hiring/contracting policies

Assessment Plan – Business Office

Business Office

Unit/Office/Program

Date Submitted

Institutional Mission/Strategic Goal:
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*): **Ensure sufficient and well-managed fiscal resources that maintain financial stability.**

Administrative Unit/Program Mission Statement (*First present a philosophical statement related to your units/program/office followed by a listing of the services you provide*): **Business Office is committed in providing the college's fiscal services to students, employees, vendors, governments, agencies and other institutions. The services provided by Business Office are as follows:**
1. **Monitoring budgets and certifying obligating documents as to availability of fund.**
2. **Reviewing and processing payments to vendors.**
3. **Processing and releasing payroll checks to employees.**
4. **Providing audit requirements to complete the audit.**
5. **Maintaining records of students' charges and payments.**

Administrative Unit/Program Objectives:
Objective 1: **Business Office will provide certification of funds within five working days from receipt of obligating documents.**
Objective 2: **Business Office will process payments to vendors no later than three weeks from receipt of supporting documents.**
Objective 3: **Business Office will process and release payroll checks on or before the scheduled pay period.**
Objective 4: **Business Office will provide audit requirements to complete the audit of financial statements nine months after the end of fiscal year (June 30).**
Objective 5: **Business Office will maintain students' records of charges and payments.**

Evaluation questions	Data sources	Sampling	Analysis
1. What is the percentage of obligating documents that were certified by Business Office within 5 working days from date of receipt?	Business Office Logbook		
2. Are check payments to vendor ready for pick-up no later than three weeks from the date of submission of supporting documents to Business Office?	Check register		
3. Do employees receive payroll checks on the scheduled payday?	Payroll register		
4. Is the audit of the college's financial statements completed nine months after the end of fiscal year (June 30)?	Audit report		
5. Can students get an updated balance of their accounts five working days from registration and scholarship awards?	MIP or SIS Students Records		

Timeline

Activity	Who is Responsible?	Date
Maintaining records for obligating documents. Consider the capability of the MIP accounting system to generate the required data.	Comptroller, Business Office Manager	Starting Oct. 01, 2008
Monitoring payments via check register	Comptroller, Business Office Manager	Starting Oct. 01, 2008
Evaluating issuance of paychecks	Comptroller, Payroll Accountant	Starting Oct. 01, 2008
Analysis and preparation of financial statements and schedules for the audit	Comptroller, General Accountant	Starting Oct. 01, 2008
Maintaining and updating students' financial records	Comptroller and State Campus Accountant	Starting Oct. 01, 2008

Comments:

Assessment Report Worksheet #3
Administrative and Support Units

Business Office   Oct 01, 2010 – Sept 30, 2011
        Unit/Office/Program   **Assessment Period Covered**
(   ) Formative Assessment
(   ) Summative Assessment   **Date Submitted**

Administrative Evaluation Question (Use a different form for each evaluation question):

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):
1. What is the percentage of obligating documents that were certified by Business Office within 5 working days from date of receipt?

1a. Means of Unit Assessment & Criteria for Success: 80% and more are certified within 5 working days.

1b. Summary of Assessment Data Collected: Per logbook of obligating documents
• Determine the total number of obligating documents (Purchase Order, Travel Authorization, Contracts and replenishments requests) and the date that documents were received to get the number of documents/transactions that were processed for fund certification for the year.
• Determine the number of days that each transaction was processed to provide the following information:
    o Number of transactions that were certified within 5 working days and the corresponding percentage;
    o Number of transactions that were not certified within 5 working days and the corresponding percentage.
 	
Status: The Business Office Manager and State Campus Accountant are assigned to gather the aforementioned data. In addition, the Business Office is researching on how to input in the MIP accounting system the information that can generate the desired data and analyses.

1c. Use of Results to Improve Unit Services: Based on the above data, the Business Office will be able to determine the percentage of obligating documents that were processed within 5 working days. The results will be used to increase the percentage of obligating documents that have to be processed within 5 working days and the possibility of reducing the number of days in processing obligating documents from 5 working days to 3 to 4 working days.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan): Are check payments to vendor ready for pick-up no later than three weeks from the date of submission of supporting documents to Business Office?

2a. Means of Unit Assessment & Criteria for Success:
80% and higher percentage of check payments to vendor are ready for pick – up at Business Office after three weeks from the date of receiving complete documents.

2b. Summary of Assessment Data Collected:
The Business Office is determining the number requests for check payments received for the fiscal year 2011 and the number of days that the checks was processed from the date that the request for check payment was received. The data will be presented per campus as follows, and a system wide analysis will be provided.
- National campus
- Pohnpei campus
- Chuuk campus
- Kosrae campus
- Yap campus
- FSM – FMI campus
- Sponsored programs and other programs
- CRE

The Business Office Manager and State Campus Accountant are assigned to provide the above data before September 30, 2011.

2c. Use of Results to Improve Unit Services:
The Business Office will be able to determine the percentage of requests for payments that were processed within three weeks from the date of receiving complete documents. The results will be used to increase the percentage of obligating documents that have to be processed within the set timeline and/or reduce the number of days in processing check payments from three weeks to two weeks from the date the complete documents were received by business office.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):
Do employees receive payroll checks on the scheduled payday?

3a. Means of Unit Assessment & Criteria for Success:
95 % of payroll checks with complete supporting documents are released on scheduled payday.

3b. Summary of Assessment Data Collected:
The Payroll staff was assigned to gather data on the following:
- Number of transactions for each pay period
- Comparison of the "date of the check" and "the issue date" with the "scheduled date of payroll"
- Determining the number of checks that were issued on or before the scheduled date of payroll and the corresponding percentage

3c. Use of Results to Improve Unit Services:
The data from 3b will be measured against the criteria that 95% of payroll checks with complete documents are released on scheduled payday. If the result is more than 95%, the services can be improved by setting a higher percentage. However, if the result is less than 95%, the data has to be analyzed the causes and areas for improvements to achieve the 95% level.

Fourth Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):
Is the audit of the college's financial statements completed nine months after the end of fiscal year (June 30)?

4a. Means of Unit Assessment & Criteria for Success: External assessment per date of audit report.
Audit report is completed within nine months (on or before June 30) after the end of the fiscal year.

4b. Summary of Assessment Data Collected:
The audit report has to be completed within nine months (on or before June 30) after the end of the fiscal year. Below is the data on the date that the audit was completed for fiscal year 2005 to 2010:

Fiscal Year 2010 – completed on June 14, 2011
Fiscal Year 2009 – completed on June 28, 2010
Fiscal Year 2008 – completed on June 05, 2009
Fiscal Year 2007 – completed on June 15, 2008
Fiscal Year 2006 – completed on May 22, 2007
Fiscal Year 2005 – completed on June 14, 2006

In addition, the audit provided the following results for the above fiscal years:
1. Unqualified opinion on the audit of the financial statements;
2. No material weaknesses identified on internal control over financial reporting;
3. None reported on significant deficiencies on internal control over financial reporting;
4. No noncompliance on the preparation of financial statement;
5. No material weaknesses identified on internal control over major programs;
6. None reported on significant deficiencies on internal control over major programs;
7. Unqualified opinion on compliance on major programs;
8. No audit findings under OMB A-133;
9. The college qualified as low risk auditee;
10. No financial statement findings;
11. No federal award findings and questioned costs.

4c: Use of Results to Improve Unit Services:
Since 2005, the college has complied in completing the audit report within nine months after the end of the fiscal year. In addition, the college attained the best audit opinion that an auditor can render in a financial and single audits.

Fifth Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):
Can students get an updated balance of their accounts five working days from registration and scholarship awards?

5a. Means of Unit Assessment & Criteria for Success: External assessment per date of audit report.
Updated balances of students' accounts are posted on line five working days after the final enrollment list is received from OAR, and checks for student refunds are processed within

fourteen days from the date that the credit balance of the students' account was established.

5b. Summary of Assessment Data Collected:

The Business Office is in the process of compiling the following data:
- Determining the number of transactions (charges and awards) posted in Student Information System (SIS);
- Analyzing the data to determine the following:
  - Number of days that students' charges are posted after the final enrollment list is received from OAR, and the corresponding percentage;
  - Number of days that the refund checks are issued after credit balance of the students' account was established, and the corresponding percentage.

1c: Use of Results to Improve Unit Services:
The above data will provide information if updated balance of students' accounts are available on line five working days. If so, the Business Office will determine what other criteria can be used to improve its services to students. If not, the process will be reviewed and analyzed to determine actions to be taken.

Assessment Report Worksheet #3a

Administrative and Support Units

Facilities Maintenance and Security

Unit/Office/Program (3-1)	October 1, 2011 – September 31, 2012
	Assessment Period Covered (3-2)

( ) Formative Assessment (3-3)

( ) Summative Assessment (3-4)   **Submitted by & Date Submitted (3-5)**

Endorsed by: (3-5a)

Evaluation Question for Objective #1(Use a different form for each evaluation questions):

Have training been conducted?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success ():

Evidence of training plan and date implemented and list of participants.

1b. Summary of Assessment Data Collected (3-9):

Workshop was conducted from September 13-15, 2011.

Implementation of plan were not fully achieved due to budget constrain.

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):

Assist participants to prepare the budget needed to support the program.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11):

2a. Means of Unit Assessment & Criteria for Success:

Participant's training program evaluation report.

2b. Summary of Assessment Data Collected:

Seventeen (17) participants from all campus except for Chuuk Campus.

2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:

Need to hire Chuuk Campus Supervisor to implement Chuuk Campus PM program.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-12):

3a. Means of Unit Assessment & Criteria for Success:

Implementation of the program at each site.

3b. Summary of Assessment Data Collected:

Monthly progress reports for campuses are not complete.

3c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop]:

Need to improve follow-up and communication to state campuses.

New items were added to the program.

Schedules were adjusted to reflect actual need for servicing equipment.

Assessment Report Worksheet #3b
Administrative and Support Units

Facilities Maintenance and Security	Oct 1, 2011 – Sept 31, 2012
Unit/Office/Program (3-1)	**Assessment Period Covered (3-2)**

(   ) **Formative Assessment (3-3)**
(   ) **Summative Assessment (3-4)**   **Submitted by & Date Submitted (3-5)**

Endorsed by: (3-5a)

Evaluation Question for Objective #2(Use a different form for each evaluation questions):
Have training been conducted on reporting requirements?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success (): Evidence of training plan and date implemented and list of participants. Samples of reports were distributed both hard and electronic copies to each participant from the state campuses.
1b. Summary of Assessment Data Collected (3-9): Workshop was conducted from September 13-15, 2011. Implementation of reports is expected to will begin October 2011.
1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10): Review and recommendation will be made upon receipt of the reports.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11):

2a. Means of Unit Assessment & Criteria for Success:
2b. Summary of Assessment Data Collected:
2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-12):

3a. Means of Unit Assessment & Criteria for Success:
3b. Summary of Assessment Data Collected:
3c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop]:

Assessment Report Worksheet #3c
Administrative and Support Units

Facilities Maintenance and Security	Oct 1, 2011 – Sept 31, 2012
Unit/Office/Program (3-1)	**Assessment Period Covered (3-2)**

(   ) Formative Assessment (3-3)
(   ) Summative Assessment (3-4)

Submitted by & Date Submitted (3-5)

Endorsed by: (3-5a)

Evaluation Question for Objective #3(Use a different form for each evaluation questions):
Has the IDP plan being implemented.

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success ():
Approval of Budget and Construction schedules.

1b. Summary of Assessment Data Collected (3-9):
Funding for IDP has not been approved by JEMCO.

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):
Need to provide more project supporting documents to JEMCO before the March 2012 meeting.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11):

2a. Means of Unit Assessment & Criteria for Success:

2b. Summary of Assessment Data Collected:

2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-12):

3a. Means of Unit Assessment & Criteria for Success:

3b. Summary of Assessment Data Collected:

3c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop]:

Assessment Report Worksheet #3d
Administrative and Support Units

Facilities Maintenance and Security	**Oct 1, 2011 – Sept 31, 2012**
Unit/Office/Program (3-1)	**Assessment Period Covered (3-2)**

(   ) Formative Assessment (3-3)
(   ) Summative Assessment (3-4)

Submitted by & Date Submitted (3-5)

Endorsed by: (3-5a)

Evaluation Question for Objective #4(Use a different form for each evaluation questions):
Has training been conducted for state campus security supervisors?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success ():
Evidence of training plan and date implemented and list of participants.

1b. Summary of Assessment Data Collected (3-9):
Training plan, budget plan and implementation schedule for FY2012.

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):
 Need to develop training plan, budget for training and prepare implementation plan for FY2012.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-11):

2a. Means of Unit Assessment & Criteria for Success:

2b. Summary of Assessment Data Collected:

2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan) (3-12):

3a. Means of Unit Assessment & Criteria for Success:

3b. Summary of Assessment Data Collected:

3c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop]: