

**2005-2006**

# **Assessment and Evaluation Report**

Office of Admissions and Records  
Department of Student Services

By

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**COLLEGE OF MICRONESIA-FSM**  
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## **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**

### **Strategic Goal 2**

Provide institutional support to foster student success and satisfaction

1. Promote strategic enrollment management for the College
2. Become more student-centered in the development of specific college system policies and procedures
3. Promote timely college tenure and graduation of students with mastery of array of core learning objectives, including civic-mindedness and self-value
4. Develop a student-friendly campus environment that encourages and enables students to be health conscious

### **Strategic goal 9**

1. Provide for continuous improvement of programs, service and college environment
2. Improve institutional assessment and evaluation
3. Integrate planning, evaluation and resource allocation for continuous improvement
4. Increase research and data driven decision making
5. Develop an integrated data system

## **Department's Mission Statement**

he Office of the **Vice President for Student Services** promotes student success and supports student learning with an increased sense of value and importance it holds for the enhancement of all aspects of student life and learning at the College of Micronesia-FSM by:

1. Offering high quality and accessible services that facilitate their transition or re-entry to College life and their progress through their studies, and to help them overcome obstacles that may impede their ability to have a successful and enjoyable student experience in a program at COM-FSM;
2. Interacting with the College as a whole and its various levels of governance (e.g., student leadership, [student government and clubs], cabinet, the committees, state campus directors, & student service coordinators) to assure and enhance the quality of student life;
3. Educating students to make seasoned and well-informed choices to acclimate students to the campus and surrounding community;
4. Providing information and assistance concerning academic policies, procedures, requirements, programs, and registration;
5. Serving as a campus information and referral agent; and
6. Promoting student engagement through student life programs.

## **Unit or Program's Mission Statement**

[None as reported in this assessment]

## **Unit or Program's Goals**

Improve Admission, Registration and Record Management System in the Office of Admissions and Records.

## Unit or Program's Outcomes

### Outcome 1

Process student admissions, registration and graduation.

### Outcome 2

Maintain and store accurate student records and file.

### Outcome 3

Main quality service to student, faculty, staff and the community.

Evaluation Questions	Data Sources	Sampling	Analysis
<b>Q1.</b> Did the OAR process student information request in a timely manner?	Transcript requests, readmission requests, and certification for graduation	SY 2005-2006	Descriptive statistics
<b>Q2.</b> Did OAR maintain accurate student records?	Student records processed for SY 2005-2006, records accessed for transcript preparation, report cards for SY 2005-2006	Student records, enrollment lists, transcripts	Descriptive statistics
<b>Q3.</b> What is the level of satisfaction of student, faculty, staff and community of OAR services?	Registration and orientation survey, counter services customer survey	All	Descriptive statistics, and content statistics

Activities	Who is responsible	Timeline
Process documentation for admission of new and returning students	OAR Director and staff	On going every semester
Certify graduating students for graduation	OAR Director and staff	May and December
Process and mail transcript requests within 3 days	OAR Director and staff	On going every semester
Process at least 1,000 new student files and maintain all other student files	OAR Director and staff	On going every semester
Process and distribute at least 6,000 grade report cards for all campuses per school year.	OAR Director and staff	On going every semester
Process and mail at least 1,600 transcripts	OAR Director and Registrar	On going every semester
Institute customer satisfaction survey	OAR Director and Registrar	On going every semester
Participate in registration and orientation sessions to all incoming freshmen and transfer students.	OAR Director and Registrar	January, June and August

## **Evaluation Question 1**

What is the Office's degree of effectiveness in delivering continuously accessible services to all its patrons?

### **First Means of unit assessment and criteria for success**

Transcript request

#### **Summary of Assessment Data**

85% of transcript requests processed and mailed within 3 days.

15% of transcript requests processed and mailed after 3 days (incomplete admission requirements, no transcript fee, need to clear the outstanding balance).

#### **Use of Results to Improve Unit Services**

SIS will help OAR to shorten the number of days in processing transcript.

Inform the State Campuses of returned transcript requests and follow-up monthly.

Train other staff to process transcript.

### **Second Means of unit assessment and criteria for success**

Readmission requests

#### **Summary of Assessment Data**

95% of readmission requests processed before registration.

5% of readmission requests processed after registration (applications submitted after the deadline).

#### **Use of Results to Improve Unit Services**

Continue to process readmission requests before semester begins.

Post announcement before deadline to inform returning students.

### **Third Means of unit assessment and criteria for success**

Certification for graduation

#### **Summary of Assessment Data**

100% of application for graduation processed.

80% of applicants for SY 2005-2006 graduation completed all academic requirements.

20% of applicants for SY 2005-2006 graduation did not satisfy academic requirements, e.g., academic deficiencies and/or did not meet the semester and cumulative GPA of 2.00 points.

#### **Use of Results to Improve Unit Services**

Advisors need to update student's IDPs.

SIS will help the advisors to access the academic records of their students.

Advisors should sign the application and prepare the initial evaluation.

## **Evaluation Question 2**

Did OAR maintain accurate student records?

### **First Means of unit assessment and criteria for success**

Student records processed for SY 2005-2006

#### **Summary of Assessment Data**

5,581 student records processed for SY 2005-2006

### **Use of Results to Improve Unit Services**

SIS will help OAR improve the processing of student records.  
Compare hard copy (registration card) by random sampling against SIS.

### **Second Means of unit assessment and criteria for success**

Records accessed for transcript preparation.

### **Summary of Assessment Data**

1,619 transcripts processed for SY 2005-2006

### **Use of Results to Improve Unit Services**

SIS will improve the number of transcripts processed.

### **Third Means of unit assessment and criteria for success**

Report cards for SY 2005-2006

### **Summary of Assessment Data**

5,581 report cards processed for SY 2005-2006

### **Use of Results to Improve Unit Services**

SIS will help OAR to improve the processing of report cards. Currently, the cumulative GPAs are manually calculated.

### **Evaluation Question 3**

What is the level of satisfaction of student, faculty, staff and community of OAR services?

### **First Means of unit assessment and criteria for success**

None

### **Summary of Assessment Data**

None

### **Use of Results to Improve Unit Services**

None