

Mission and Outcomes/Objectives Development Worksheet #1

Kosrae Student Services

SY 2010-2012

Unit/Office/Program (1-1)	Assessment Period Covered (1-2)
Arthur Jonas	September 24, 2012
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): Goal #2 Strategic goal 2 Provide institutional support to foster student success and satisfaction. <ol style="list-style-type: none">1. Promote strategic enrollment management plan 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 Provide for continuous improvement of programs, service and college environment <ol style="list-style-type: none">1. Improve institutional assessment and evaluation2. Integrate planning, evaluation and resource allocation for continuous improvement3. Increase research and data driven decision-making4. Develop an integrated data system
Unit/Program Mission Statement (1-7): The Student Services Division at Kosrae Campus is committed to promoting student success, access and satisfaction by providing quality support services that include peer counseling, health services, tutoring services, financial aid and scholarship, admissions and registration. Peer Counseling: <i>To encourage students to make healthy, safe, and positive choices that will protect them and their community. The youth will then lead their peers and the broader community by encouraging health, safe, happy future and optimum wellness for all.</i> Health Services: <i>The Health Services at Kosrae Campus is committed to providing essential basic health care services to individuals within the College community to improve their health status and promote their quality of life using integrated care including promotion of health prevention of illness and</i>

restoration of health.

Financial Aid:

COM-FSM Financial Aid Office supports the mission statement of the College and the Student Services. The primary mission of the Financial Aid Office is to administer all financial aid programs, federal or local in compliance with applicable law and regulations, and maintaining integrity, accuracy and timeliness in the delivery of financial assistance to all students admitted to COM-FSM.

Admissions, Records and Retention:

It is the mission of the Office of Admissions, Recruitment and Retention (OARR) to serve its patrons in a professional, courteous, and timely manner, which will enable them to meet their goals while upholding college policies. As such, OARR is committed to make its services continuously accessible to all its patrons through improved, dedicated, motivated, and skillful employees that guarantee the integrity, confidentiality, and security of all academic records.

Unit/Program Goals (1-8): Retention

To increase student satisfaction, access and success.

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

Outcome/Objective 1: 90% of the students are able to successfully navigate through the admission to registration process.

Action Steps and Strategies:

1. Provide orientation to students on admissions and registration policies and procedures including academic standards to new, continuing, and returning students.
2. 100% of all requests for course additions and deletions are processed immediately from date of receipt.
3. All admission packages are reviewed thoroughly for new students; processed and send to National Campus at least one month after registration.

Outcome/Objective 2: 60% of students are able to utilize and avail of the services extended by peer counseling.

Action Steps and Strategies:

1. Provide 2 workshops on leadership and community services per semester.
2. Provide health-counseling services to students on at risks behavior.
3. One community outreach program on substance abuse per semester.
4. Develop, design and publish Information, Educational, and Communication (IEC) materials that will increase students' awareness about healthy lifestyles.

Outcome/Objective 3: 50% of all FA eligible students will receive their FA awards, i.e., November 30 for Fall semester, and April 30 for Spring semester.

Action Steps and Strategies:

1. One FAO staff provide one week long FAFSA on line workshop at the beginning of each semester.
2. Establish and communicate timeline and guidelines to students.
3. Collate and transmit all FA documents to National Campus FAO for processing and disbursing FA awards at least a month from registration.
4. Provide one FA orientation to all students per semester.
5. Disseminate financial aid handbooks to students to increase their awareness about financial aid requirements for eligibility.

Outcome/Objective 4: To provide access to basic health care and services, and effective health education that promotes healthy lifestyles to at least 70% of the students.
Action Steps and Strategies: <ol style="list-style-type: none"> 1. Provide information sharing regarding various health issues. 2. Collaborate with Instructional Affairs especially in providing resources and other information on basic health care including facilitating lectures or forum. 3. Providing for the basic health care needs of the students.

1-10 Endorsed by:

Supervisor (name)	Title	Date
Assessment committee	Date	
Committee with oversight responsibility	Date	

Approved by:

President	Date
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Assessment Plan Worksheet #2

KOSRAE STUDENT SERVICES	SY 2010-2012
Unit/Office/Program (2-1)	Assessment Period Covered (2-2)
() Formative Assessment (2-3)	SEPT. 24, 2012
() Summative Assessment (2-4)	Submitted by & Date Submitted (2-5)
	Arthur Jonas
	Endorsed by (2-5a)

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
How proficient are the students in successfully navigating through the admissions to registration processes? Criterion for success <i>90% of the students are able to successfully navigate through admission to registration process.</i>	<ul style="list-style-type: none"> • Enrollment list, Add & Drop requests, Office Log 	Non random	Descriptive
What is the level of FAO's effectiveness in	Pell Transfers, Office	N/A	Descriptive

<p>awarding FA to eligible students in a timely manner?</p> <p>Criterion for success <i>50% of FA eligible students received their FA awards in accordance with established schedules per academic term</i></p>	Log		
<p>How effective is peer counseling services in meeting the students' needs?</p> <p>Criterion for success <i>60% of students (N) served.</i></p>	Attendance Sheet, Office Log, Registration sheet and others	Non random sampling	Descriptive
<p>How efficient and effective is the health services in providing for the basic health care needs of the students?</p> <p>Criterion for success <i>70% of students (N) served.</i></p>	Attendance sheet, Office Log	Non random sampling	Descriptive

Timeline (2-15)

Activity (2-16)	Who is Responsible? (2-17)	Date (2-18)

Comments (2-19):

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

Arthur Jonas
Submitted by & Date Submitted (3-5)

Endorsed by: (3-5a)

Assessment Report Worksheet #3

Evaluation Question (Use a different form for each evaluation question)(3-6):

How proficient are the students in successfully navigating through the admissions to registration processes?

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

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

The criterion for success was 90% of the students are able to successfully navigate through admissions to registration processes. The criterion for success has been met.

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

Table 1.0 Total enrollment per academic term and percentage of students who were not able to successfully complete the five steps registration process.

Fall 2010	Spring 2011	Summer 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012							
Count	% ERR	Count	% ERR	Count	% ERR	Count	% ERR						
218	0.05	218	0.06	235	0.03	257	0.07	244	0.05	143	0.02	269	0.3

* With 1,394 total "Count" for the assessment period, years and terms indicated above,thus 0.22% error during the assessment period. Overall showing that OAR has achieved its established criterion for success for the assessment period on registration through the two years assessment period.

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

1. While 99.2% of the students successfully completed the registration process; as such, OARR achieved its established criterion for success, the office will facilitate an extended orientation for all students in addition to the regular orientations that are scheduled beginning of the semester. This is to further enhance students' awareness about OARR procedures and processes as well as academic requirements and policies.
2. OARR will coordinate and collaborate with members of the faculty especially academic advisors, other support staff to streamline the registration procedure and processes.
3. Inasmuch as the SIS drives registration and other post registration activities, increased mobility is required to ensure utmost efficiency in the delivery of these routine activities. As such, OARR Kosrae campus will work with the Director of OARR and the ICT Director to possibly acquire a portable computer (laptop) and a printer perhaps tapping the ICT technology funds.

Evaluation Question (Use a different form for each evaluation question)(3-6):

What is the level of FAO's effectiveness in awarding FA to eligible students in a timely manner?

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

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

The criterion for success was 50% of FA eligible students received their FA awards in accordance with established schedules per academic term. The criterion for success has been met.

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

The primary mission of the Financial Aid Office is to administer all financial aid programs, federal or local in compliance with applicable law and regulations, and maintaining integrity, accuracy and timeliness in the delivery of financial assistance to all students admitted to COM-FSM.

To fully meet the FAO mission statements, FAO Kosrae campus had provided the following services to COMFSM students:

- Advising/ Counseling
- Timely process of FA awards each semester
- SEG Work Study Program

Tabel 3.0 Indicates percentage awarded per semesters and total enrollment (N) from Fall 2010 to Summer 2012

Fall 2010		Spring 2011		Summer 2011		Fall 2011		Spring 12		Summer 2012	
N	% awarded	N	% awarded	N	% awarded	N	% awarded	N	% awarded	N	% awarded
218	86%	218	92%	235	83%	257	84%	244	85%	143	80%

Resulted from the table 3.0, more than 50% of eligible FA students awarded per semester as scheduled. Therefore, the FAO Kosrae Campus had accomplished its criterion for success for the 2 year assessment period.

Moreover, the FAO Kosrae campus had conducted and presented the following workshops and presentations to both seniors at Kosrae High School, COMFSM Kosrae Campus students as well as transferring students to National campus each semester for better understanding of financial aid requirements as well as updating newly updated Pell changes.

Table 3.1 Indicates some workshops / presentations conducted from 2010 - 2012

Workshops / Presentations	Participants	Objectives
Financial Aid workshop (Fall 10 – Fall 12)	Transferring students to National Campus w/ parents (110 participants)	Brief orientation on Pell and awards requirements & deadlines
FAFSA filling (2012 -2011)	KHS seniors (150 participants)	Assist seniors in filling FAFSA
FAFSA filling & Pell updates (2010 – 2011)	Upward Bound seniors w/ parents 80 participants	Updating on Pell info as well as FAFSA filling
Online FAFSA filling & Pell updates Fall 10 – Fall 12	COMFSM Kosrae campus students 550 participants	Updating students w/ new Pell changes & FAFSA filling
Training on FAFSA filling (2011)	KHS counselor (2 counselors)	Able to assist seniors in the future

Based on workshops / presentations in Table 3.1 more students were well oriented on financial aid requirements and eligibilities before they officially enrolled in college. Furthermore, students were able to complete FA requirements (FA documents) before deadline as such; more than 50% of eligible students were awarded as scheduled.

1c. Use of results to improve program/unit impact/services [closing the loop] (3-10)

Based on the activities provided to enhance students’ knowledge and skills for filling FAFSA online, more than 50% students had successfully completed on time. However, there are still some need assistance in filling FAFSA online and other financial matters. For this reason, the financial aid division at Kosrae campus is recommending for such improvement:

- . At present, we only have one unit (computer set) in the office that is available for 200 students for their use. Thus the Kosrae campus FAO is recommending 2 additional units for the purpose mentioned here.

- . Encourage students to participate when conducting financial aid workshops by announcing the workshops through radio or SBA officers.

- . Collaborating with the Department of Education and PTA organization to make time available for the students to participate in such event (financial aid workshop).

Evaluation Question (Use a different form for each evaluation question)(3-6):

How effective is peer counseling services in meeting the students' needs?

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

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

Criterion for success was 60% of the students are able to avail of the services provided by the Peer Counseling Services. This criterion for success has been partially met.

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

The Peer Counseling Office was established at Kosrae Campus sometimes in 2000 to provide the following services to the students:

- Tutoring and Mentoring Services
- Leadership Workshop or Training
- Community Outreach such as World No Tobacco Day, World AIDSDay and others
- Family Planning Counseling

Table below shows the workshops, trainings and activities that the Peer Counseling Office-Kosrae Campus had provided for the students including information about the number of participants as well as the intended learning outcomes of the workshops:

Table 1.0
Number of Workshops including Participants and SLOs
For 2010 to 2011

Workshop	No. of Participants	Intended Learning Outcomes or Objectives
Kick Butts Day	80	Participants are able to adjust to avoiding the use of tobacco
World No Tobacco Day (2010)	200	Awareness on tobacco use
Student Leadership	67	Leadership roles
World AIDS Day	114	Awareness and prevention on HIV/AIDS
Reproductive Health Counseling (2010)	100	Decision-making skills
College Preparation Workshop	9	New students' readiness
Leadership Training for SBA	All SBA officers	Utilizing leadership roles
Reproductive Health Counseling (2011)	840	Promoting healthy behaviors
World Tobacco Day (2011)	271	Promoting awareness to community
Tobacco Awareness Outreach	20	
Test Anxiety Workshop	21	Support for students with academic deficiencies

The foregoing table shows that the Peer Counseling Office provided 11 workshops, trainings, and outreach activities to students and the community. While in some workshops or activities (see Table 1.0)

there had been a notable and significant number of participants, e.g., World Tobacco Day and Reproductive Health Counseling, other workshops have extremely low number of participants.

Further, due to inadequate financial resources available to finance and support the launching of workshops that cater to the students' and the community's needs, the Office was compelled to prioritize the launching of workshops to only few selected ones. Low participants may be attributed to minimal communication and public awareness campaign encouraging more participations and this perhaps was due to the Office's limited resources to publish and post announcements, such as flyers, brochures, and paid broadcast announcements.

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

Based on the foregoing results and data gathered, the Peer Counseling Office hereby makes the following recommendations:

1. Peer Counseling Center should intensify its workshops and outreach programs for students and the community to 15 workshops covering a variety of topics or themes, and two community outreach activities.
2. Encourage more participants by disseminating information such as flyers, brochures, radio and public announcements.
3. Communicate and collaborate with agencies such as Kosrae Tobacco-Free Coalition, SAMH Council, Family Planning Program, Community Youth Organizations to secure financial support and assistance.
4. Design, develop and implement a more extensive and methodical assessment to include utilizing surveys, focus groups and others for the next cycle of assessment.
5. Assess achievements of learning outcome for workshops and activities launched.
6. Coordinate with Peer Counseling Office at the National Campus to securing either a desk top computer or portable with printer in order to be used for in-house publication as a cost cutting measure and other routine office works as well as funds for additional office supplies.

Evaluation Question (Use a different form for each evaluation question)(3-6):

How efficient and effective is the health services in providing for the basic health care needs of the students?

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

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

The Criterion for success is 70% of the students are able to have adequate basic health care and services and effective health education that promote healthy lifestyles.

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

The Health Services at Kosrae Campus have been providing essential health care needs and services to the students since 2006. These services include but by any means not limited to the following:

- ◆ Basic Health Care Services for minor skin injuries, dispensing over the counter medications, providing contraceptive methods, giving needed vaccinations, and cleansing and dressing of skin wounds.
- ◆ Information sharing in regards to health issues.
- ◆ Health workshops and seminars in promoting healthy lifestyles.

Referrals for appropriate health care to the Kosrae State Hospital.

Table below shows the frequency counts of students who have utilized and/or availed of the services provided by the Health Services at Kosrae Campus from Fall 2010 to Fall 2012.

Table 1.0.

Number of Students enrolled each semester including the % utilize the clinic.

Semester	Fall 2010	Spring 2011	Summer 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Enrollment	218	218	235	257	244	143	269
# of student encountered for individual care and services	170	168	188	184	200	114	186
% served	78	77	80	72	82	80	70

The foregoing table shows that more than 20% of the students not utilizing the dispensary services. For improvement, it is foreseeable to develop surveys to assess the reason behind this. Although, the service is only a one time charge incurred to each student per semester some students still do not utilize the services. This is probably due to the limited services provided by the health services.

Some services were unavailable due to the fact that the clinic is partially furnished. No stirrup table for examination such as taking pap smear for cancer screening, and no diabetic screening supplies since the campus nurse came on board.

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

The Health Services recommended the following for improvements for its services:

1. Increase collaborative efforts with students' organization such as SBA in planning and coordinating activities to the college community.
2. Develop surveys to assess the students on such services.
3. Improve students' awareness about the Health Services by involving students majoring in nursing or public health in assisting and conducting health sessions or workshops at the college community.
4. Continue to have collaborating efforts with other health agencies for support and services that will be beneficial to our students.
5. To furnished the clinic with appropriate medical equipment and supplies to facilitate proper health care services.
6. Increase knowledge in regards to budget on activities for the students by the Health Services.
7. Plan and implement one health workshop and seminar each semester for promoting healthy Lifestyle.