Trip Report on September 4-22, 2012 Site Visits to Chuuk, Yap, and Kosrae Campuses

by Joey A. Oducado, Director of Admissions, Records and Retention

Site Visited	Objectives and Purposes of the Site Visit
COM-FSM Chuuk Campus	1. To provide technical and other related support to OAR staff on the Family Educational Rights and Privacy Act (FERPA), admission, registration and other routine procedures including follow-up training on SIS. 2. To provide follow-up and extended orientation to students on registration and academic policies and procedures. 3. To meet with the applicants for end-of-Fall 2012 graduation specifically on program and graduation requirements and results of initial degree audits conducted. 4. To meet with student and other support services staff on program assessment and evaluation.

Dates	Benefits to the College
September 5-7, 2012	1. Consistent delivery of efficient and quality services to students and other patrons by OARR staff. 2. Well-defined channel and/or path for inter-unit communication critical to synergic and interdependent relations, just-in-time resolution of issues, concerns and needs. 3. Increased techno-literacy especially the use of the SIS as a primary tool for OARR, proficiency and adeptness to routine unit tasks and services with reference to established guidelines, processes and procedures, and others. 4. Increased knowledge of the registration to graduation processes and procedures including academic standards and policies by the students. 5. Increased staff knowledge and proficiency on conducting program assessment and evaluation.

Date	Activity	Resources	Participants	Outcomes	Remarks
September 5, 2012	**SIS Training.** A follow-up training on the COM-FSM Student Information System (SIS) session. Session also included discussions of some *scenarios* and applicable or appropriate steps to address or resolve issues, and others.	COM-FSM Student Information System (SIS), version 1.06	Tandy Marar [OARR] Berekita Siver [OARR] Marcelly Mariano [HS] Lucille Sain [SA] Wilson Bisalen [CS]	Participants are able to exhibit increased proficiency in the use of the COM-FSM SIS fundamental to efficiently facilitating registration and maintaining accurate record-keeping including providing initial assessment to determine statuses (*see* program requirements) and other information to students.	
	FERPA basics. The session introduced the basics of the Family Educational Rights and Privacy Act (FERPA). Session covered education records, directory information, some exceptions, college officials and legitimate education interests, elements of consent, and imbedded quizzes after the discussion of each section.	PowerPoint presentation on FERPA basics (36 slides) *source:* University of Arizona FERPA web course	Tandy Marar [OARR] Berekita Siver [OARR] Marcelly Mariano [HS] Lucille Sain [SA] Wilson Bisalen [CS] Lyn Sipenuk [IA]	Participants are able to demonstrate adeptness of the salient provisions of the FERPA, such as education records, directory information, some exceptions, college official and legitimate education interest, elements of consent, and others.	Quizzes were imbedded in the presentation specifically after the discussion of each section.

	On Assessment of Student Services. The session provided an overview about assessment of student services especially the contemplated *shift* in the focus of assessment from *satisfaction* to *student learning outcome*. Also discussed in the session were: the February 2012 memo of WASC President Barbara Beno, WASC Standard IIB, the logic model, the college's institutional learning outcomes, and some examples.	PowerPoint presentation on Assessment of Student Services (21 slides) Examples of assessment plan and reports by some units in the Department of Student Services	Tandy Marar [OARR] Berekita Siver [OARR] Marcelly Mariano [HS] Lucille Sain [SA] Wilson Bisalen [CS] Lyn Sipenuk [IA]	Participants are able to gain knowledge about assessment and evaluation with specific focus on student services, the various types of outcomes (service areas, achievement, and learning outcomes), the college's five institutional learning outcomes, WASC applicable standards and requirements.	
September 6, 2012	**A meeting with students.** The meeting involved providing extended orientation to students about OARR, the admission to registration requirements and procedures, graduation requirements, post-associate or certificate admissions to programs, transfer, thence followed by an open forum.	None, i.e., Director of OARR was not able to use the prepared PowerPoint presentation (20 slides) due to the lack of appropriate facility in the venue for the meeting.	New, continuing, and returning students, i.e., roughly 60 more or less.	Students are able to gain knowledge and awareness about post-registration processes and procedures, academic policies and program requirements, use of OARR forms and their applicability, and express their concerns and needs via an open forum.	A concern on availability of sections was raised by students.
	A meeting with applicants for Fall 2012 graduation. A one-on-one meeting with applicants for Fall 2012 graduation in order to provide the following information: (a) results of the initial degree audits, (b) graduation requirements, and (c) requirements required under their specific programs.	COM-FSM Student Information System (SIS), i.e., IDP report	Applicants for Fall 2012 graduation	Applicants for Fall 2012 graduation are informed of their statuses (program completion) and are able to gain enhanced awareness of the college's graduation requirements including other requirements specific of their programs. Applicants are advanced to candidacy level.	

September 7, 2012	**A meeting with OARR staff.** The meeting was aimed at clarifying communication and reporting channel and path, transmittal of documents, the COM-FSM SIS and registration including post-registration activities, program assessment and evaluation, budget, and others.	None	Tandy Marar [OARR] Berekita Siver [OARR]	Communication and reporting channel and path are clarified through collaborative dialogue which is critical to efficient and effective, more so, consistent delivery of services to all patrons. OARR staff are able to exhibit enhanced knowledge and adeptness of routine office protocols, procedures and processes including relevant polices and standards.	

[OARR] Office of Admissions, Records, and Retention. [HS] Health Services. [SA] Student Activities. [CS] Counseling Services. [IA] Instructional Affairs

Site Visited	Objectives and Purposes of the Site Visit
COM-FSM Yap Campus and the FSM Fisheries and Maritime Institute	1. To provide technical and other related support to OAR staff on the Family Educational Rights and Privacy Act (FERPA), admission, registration and other routine procedures including follow-up training on SIS. 2. To provide follow-up and extended orientation to students on registration and academic policies and procedures. 3. To meet with the applicants for end-of-Fall 2012 graduation specifically on program and graduation requirements and results of initial degree audits conducted. 4. To meet with student and other support services staff on program assessment and evaluation.
Dates September 10-11, 2012	Benefits to the College 1. Consistent delivery of efficient and quality services to students and other patrons by OARR staff. 2. Well-defined channel and/or path for inter-unit communication critical to synergic and interdependent relations, just-in-time resolution of issues, concerns and needs. 3. Increased techno-literacy especially the use of the SIS as a primary tool for OARR, proficiency and adeptness to routine unit tasks and services with reference to established guidelines, processes and procedures, and others. 4. Increased knowledge of the registration to graduation processes and procedures including academic standards and policies by the students. 5. Increased staff knowledge and proficiency on conducting program assessment and evaluation.

Date	Activity	Resources	Participants	Outcomes	Remarks
September 10, 2012	**FERPA basics**. The session introduced the basics of the Family Educational Rights and Privacy Act (FERPA). Session covered education records, directory information, some exceptions, college officials and legitimate education interests, elements of consent, and imbedded quizzes after the discussion of each section.	PowerPoint presentation on FERPA basics (36 slides) *source:* University of Arizona FERPA web course	Cecilia Dibay [SSC] Juliana Waathan [HS] Getrude Mangarwen [FAO] Santus Sarongelfeg [FMI] Geraldine Mitagyow [PC]	Participants are able to demonstrate adeptness of the salient provisions of the FERPA, such as education records, directory information, some exceptions, college official and legitimate education interest, elements of consent, and others.	Quizzes were imbedded in the presentation specifically after the discussion of each section.

On Assessment of Student Services. The session provided an overview about assessment of student services especially the contemplated *shift* in the focus of assessment from *satisfaction* to *student learning outcome*. Also discussed in the session were: the February 2012 memo of WASC President Barbara Beno, WASC Standard IIB, the logic model, the college's institutional learning outcomes, and some examples.	PowerPoint presentation on Assessment of Student Services (21 slides) Examples of assessment plan and reports by some units in the Department of Student Services	Cecilia Dibay [SSC] Juliana Waathan [HS] Getrude Mangarwen [FAO] Santus Sarongelfeg [FMI] Geraldine Mitagyow [PC]	Participants are able to gain knowledge about assessment and evaluation with specific focus on student services, the various types of outcomes (service areas, achievement, and learning outcomes), the college's five institutional learning outcomes, WASC applicable standards and requirements.	
A meeting with students. The meeting involved providing extended orientation to students about OARR, the admission to registration requirements and procedures, graduation requirements, post-associate or certificate admissions to programs, transfer, thence followed by an open forum.	PowerPoint presentation (20 slides) on extended orientation	New, continuing, and returning students, i.e., roughly 30 more or less.	Students are able to gain knowledge and awareness about post-registration processes and procedures, academic policies and program requirements, use of OARR forms and their applicability, and express their concerns and needs via an open forum.	
A meeting with applicants for Fall 2012 graduation. A one-on-one meeting with applicants for Fall 2012 graduation in order to provide the following information: (a) results of the initial degree audits, (b) graduation requirements, and (c) requirements required under their specific programs.	None	Four applicants for Fall 2012 graduation	Applicants for Fall 2012 graduation are informed of their statuses (program completion) and are able to gain enhanced awareness of the college's graduation requirements including other requirements specific of their programs. Applicants are advanced to candidacy level.	

| September 11, 2012 | **A Session with the FSM FMI Student Services Specialist.** The session included SIS training, initial plans to migrate or insert FSM FMI records into the integrated database system, and other routine procedures and processes. | COM-FSM Student Information System (SIS), version 1.06 | Santus Sarongelfeg [FMI] | Staff is able to demonstrate proficiency in the use of appropriate modules of the COM-FSM SIS especially creating identities, performing queries, posting registration and grades, generate reports, and others | Actual application, i.e., staff under the supervision of the OARR Director used the COM-FSM SIS to post FMI records. |

[SSC] Student Services Coordinator.[HS] Health Services. [FAO] Financial Aid Office. [FMI] Fisheries and Maritime Institute. [PC] Peer Counseling

Site Visited COM-FSM Kosrae Campus	Objectives and Purposes of the Site Visit 1. To provide technical and other related support to OAR staff on the Family Educational Rights and Privacy Act (FERPA), admission, registration and other routine procedures including follow-up training on SIS. 2. To provide follow-up and extended orientation to students on registration and academic policies and procedures. 3. To meet with the applicants for end-of-Fall 2012 graduation specifically on program and graduation requirements and results of initial degree audits conducted. 4. To meet with student and other support services staff on program assessment and evaluation.
Dates September 18-21, 2012	Benefits to the College 1. Consistent delivery of efficient and quality services to students and other patrons by OARR staff. 2. Well-defined channel and/or path for inter-unit communication critical to synergic and interdependent relations, just-in-time resolution of issues, concerns and needs. 3. Increased techno-literacy especially the use of the SIS as a primary tool for OARR, proficiency and adeptness to routine unit tasks and services with reference to established guidelines, processes and procedures, and others. 4. Increased knowledge of the registration to graduation processes and procedures including academic standards and policies by the students. 5. Increased staff knowledge and proficiency on conducting program assessment and evaluation.

Date	Activity	Resources	Participants	Outcomes	Remarks
September 18, 2012	**SIS Training.** A follow-up training on the COM-FSM Student Information System (SIS) session. Session also included discussions of some *scenarios* and applicable or appropriate steps to address or resolve issues, and others.	COM-FSM Student Information System (SIS), version 1.06	Arthur Jonas [SSC] Dokowe George [OARR]	Participants are able to exhibit increased proficiency in the use of the COM-FSM SIS fundamental to efficiently facilitating registration and maintaining accurate record-keeping including providing initial assessment to determine statuses (*see* program requirements) and other information to students.	

September 18-19, 2012	**A meeting with students.** The meeting involved providing extended orientation to students about OARR, the admission to registration requirements and procedures, graduation requirements, post-associate or certificate admissions to programs, transfer, thence followed by an open forum.	PowerPoint presentation (20 slides) on extended orientation	New, continuing, and returning students, i.e., roughly 55 more or less for the two sessions.	Students are able to gain knowledge and awareness about post-registration processes and procedures, academic policies and program requirements, use of OARR forms and their applicability, and express their concerns and needs via an open forum.	
September 19, 2012	**Meeting with a US VA student.** This was a one-on-one meeting with a US VA student. The student was provided assistance on how to secure his certificate of eligibility online, overview of the Post 9/11 GI Bill (Chapter 33), the educational benefits, and others	Online, www.ebenefits.va.gov	Likiak Melander	The VA students was able to exhibit adeptness in using the US VA online resources and access his records and information. The VA student was able to gain knowledge and awareness about the Post 9/11 GI Bill educational benefits and other applicable procedures	
September 19-21, 2012	**On Assessment of Student Services.** The session provided an overview about assessment of student services especially the contemplated *shift* in the focus of assessment from *satisfaction* to *student learning outcome*. Also discussed in the session were: the February 2012 memo of WASC President Barbara Beno, WASC Standard IIB, the logic model, the college's institutional learning outcomes, and some examples.	PowerPoint presentation on Assessment of Student Services (21 slides) Examples of assessment plan and reports by some units in the Department of Student Services	Arthur Jonas [SSC] Dokowe George [OARR] Eileen Sabino Nena [FAO] Maver Jonathan [PC] Meryulyn Livaie [HS]	Participants are able to gain knowledge about assessment and evaluation with specific focus on student services, the various types of outcomes (service areas, achievement, and learning outcomes), the college's five institutional learning outcomes, WASC applicable standards and requirements.	Staff collaboratively completed worksheets 1 and 2 of the current assessment cycle (2010-2012), ad completed 90% of worksheet 3.

SSC] Student Services Coordinator. [OARR] Office of Admissions, Records and Retention. [FAO] Financial Aid Office. [PC] Peer Counseling. [HS] Health Services