

Mission and Outcomes/Objectives Development Worksheet #1

Kosrae Student Services Department

FY- 2013

Unit/Office/Program (1-1)

Assessment Period Covered (1-2)

Arthur Jonas

October 12, 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.

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

1. Improve institutional assessment and evaluation
2. Integrate planning, evaluation and resource allocation for continuous improvement
3. Increase research and data driven decision-making
4. Develop an integrated data system

Unit/Program Mission Statement (1-7):

The Student Services 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:

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.

Health Services:

The Health Services of the Division of Student Service Department 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 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.

Tutoring Services

It is the goal of the tutoring services program to help the students to learn to help themselves in improving their weaknesses in any specific area where they encountered problems. Thus, the Kosrae Student Services Department is committed to provide this service to the students who need academic assistance every semester.

Unit/Program Goals (1-8):

To increase student satisfaction, access and success.

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

Outcome/Objective 1: 1) 90% of the students will demonstrate above average to excellent knowledge on online FAFSA application process by successfully filling FAFSA online.

2) 80% of the students will demonstrate satisfaction on FAO services through a given survey.

Outcome/Objective 2: 1) 95% of the students will be above average to excellent skills to successfully navigating through the admission and registration procedures and processes.

2) Provide main quality services to students, faculty, staff, and community.

Outcome/Objective 3: 1) Students receiving health care in the dispensary will be able to demonstrate their self-care learning prior to the conclusion of each visit.

2) Students will exhibit growing awareness of scientific approaches to birth control after participating in the family planning session.

Outcome/Objective 4: 1) Student with academic problem will be served under tutoring services.

2) Students under tutoring services will be able to increase knowledge in helping themselves on subject areas tutored after receiving help from the tutors.

1-10 Endorsed by:

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

President	Date
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Kosrae Student Services Department

2013

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

Assessment Period Covered (2-2)
 Arthur Jonas – October 12, 2012
Submitted by & Date Submitted (2-5)

Endorsed by (2-5a)

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
<p>What is the student level of competency in completing FAFSA online? Criterion for success: 1) 90% of the students will successfully complete FAFSA online after series of FAFSA online training . 2) What is the student level of satisfaction on the effectiveness of FAO services. Criterion for success: 80% of the students will demonstrate high satisfaction on FAO services after being surveyed.</p>	<p>Office Log, Students records Survey results</p>	<p>Non Random</p>	<p>Descriptive</p>
<p>1) What is the students' level of adeptness to admissions and registration policies and procedures in effectively guide them thru admission and registration processes? Criterion for success: 1) : 95% of new and returning students will be able to navigate through admissions policies and procedures processes.</p> <p>2) What is the patron's level of satisfaction of OAR services in meeting their needs? Criterion for success: 90% will have positive satisfaction rating.</p>	<p>Office Log, Surveys Office log & survey</p>	<p>Non Random Non-Randum</p>	<p>Descriptive Descriptive</p>
<p>1) How effective self-care learning is, in meeting students health care needs? Criterion for success: 80% of the students will describe their self-care learning after receiving care at the college dispensary. 2) What is the level of effectiveness does the family planning session contributes to students learning? Criterion for success: 90% of the students will successfully describe the scientific approaches to birth control.</p>	<p>Office log, Survey and report</p>	<p>Non Random</p>	<p>Descriptive</p>

<p>1) What is the students level of motivation in participating the tutorial services?</p> <p>Criterion for success: 100% of the students will be able to attend every tutorial session.</p>	<p>.Attendance Tutors report</p>	<p>Non Random</p>	<p>Descriptive</p>
<p>2) How effective the students learning in helping themselves in subject areas such as Algebra, English, Science, Computer, etc .contributes to academic learning.</p> <p>Criterion for success: 80% of the students are expected to utilize the learning strategies obtained from the tutorial services to help them especially in academic problem.</p>	<p>. Students records . Tutors report</p>	<p>Non Random</p>	<p>Descriptive</p>

Timeline (2-15)

Activity (2-16)	Who is Responsible? (2-17)	Date (2-18)
<p>.Conduct on going FAFSA online training to students. .Conduct student survey in finding the effectiveness of the services provided.</p>	<p>FAO staff FAO Staff</p>	<p>August, January & June June, August, December</p>
<p>Provide students Orientation at the beginning of each semester. Conduct a survey for OAR patrons to find the effectiveness of the program services.</p>	<p>OAR staff OAR staff</p>	<p>Aug, January & May August, December, June</p>
<p>Provide family planning workshop Provide health care awareness activities to the students.</p>	<p>Health Clinic Staff Health clinic staff</p>	<p>November On going</p>
<p>Provide tutoring services to students with academic problems</p>	<p>Tutors</p>	<p>October-December/feb.-May</p>

Comments (2-19):