

# Unit Assessment Report - Four Column

## College of Micronesia - FSM

### C - studentServices - Student Life

**Mission Statement:** [Office of the Director of Student Life]

The Office of Student Life provides COM-FSM students with a safe and enjoyable living environment conducive to academic success, community development and personal growth. Through campus collaboration, promotes scholastic achievement, encourages respect for self and others and prepares students to explore their place in the larger community.

[Health Services]

The Health Services of the Division of Student Life under the College's Department of the Service Services 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.

[Sports and Recreation]

To enrich the educational experiences of tertiary students through sports and recreation in the FSM.

[Residence Halls]

To provide a comfortable, safe, well-maintained and enjoyable living environment that fosters respect for self and others and supports the academic and social goals of resident students. It is our aim to accomplish this mission through outstanding customer service and professional facilities management.

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
C - studentServices - Student Life - 2012-2013 Health Services Outcome 1 - Students and staff demonstrate knowledge about current health issues and problems that affect their health. <b>AUO Assessment Cycle:</b> 2012 - 2013 <b>AUO Status:</b> Inactive	<b>Assessment Strategy:</b> Ensure the currency of information in information, education, and communication materials accessible to students, faculty, and staff. <b>Assessment Type:</b> Descriptive Statistics <b>Target:</b> 90% of clients received Information, Education, and Communication (IEC) materials.	09/17/2013 - Tabulated frequency count of visits by students, faculty, and staff to the Health Service clinic during SY 2012-13 showed a total of 4, 353 visits.  Of this number only 80 % were provided IEC materials. However, the established criterion for success was "90 % of clients received IEC." Therefore, this criterion for success was not met.  <b>Target Met:</b> No <b>Reporting Period:</b> 2012 - 2013	09/17/2013 - Based on the findings, the Health Services need to provide IEC materials on various health issues and ensure availability and accessibility of these materials by implementing the following:  1. Produce more copies of existing pamphlets, leaflet,s etc.  2. Order/re-order of IEC materials.  3. Distribute IEC materials in the residence halls and in public areas on campus and during Health Services facilitated activities.

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			<p>4. Utilize better tools to account for number of IEC materials produced and issued.</p>
	<p><b>Assessment Strategy:</b> Provide at least seven health awareness activities/workshops for students, staff and faculty during the school year.</p> <p>Provide at least five presentations about reproductive health/family planning and other subject areas to individuals or groups.</p> <p>Enroll at least 250 new family planning users.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 1. At least 5% increase in the number of participants in activities facilitated by the Health Services. 2. Statistically significant difference between the scores in the pre-and post-tests administered to a cohort of participants.</p>	<p>08/07/2013 - Office log on registrations of participants to workshops and trainings facilitated and hosted by the Health Services during 2012-2013 shows that:</p> <p>(1) In 2011-2012, the office hosted three workshops or trainings participated by 2,041 students, faculty and staff.</p> <p>(2) In 2012-2013, the office hosted the same number and type of workshops and training participated by 1,910 students, faculty and staff.</p> <p>(3) A negative difference of 131 participants in headcount; therefore, a decrease by 6.42% in the number of participants as compared to the prior school year. The established criterion for success was "at least 5% increase in the number of participants in activities facilitated by the Health Services." Comparing the number of participants to workshops hosted by the Health Services during 2011-2012 and 2012-2012, a decrease in the number of participants by 6.24%. Therefore, this criterion for success was not met.</p> <p>On the other hand, to measure the effectiveness of the workshop facilitated by the Health Services in terms of increased knowledge of the students about health care, and the like, pre-and post tests were administered to a non-probability sample of 52 participants to the Herpes Simplex Virus Type 1 presentation. Results showed that: (1) Of the 52 participants, 45 (or 87%) scored <math>\geq</math>the median and 7 (13%), scored <math>&lt;</math>the median on the pre-test.</p>	<p>09/17/2013 - Based on the results, the Health Services need to improve the planning and coordination processes of all facilitated activities. The following are plans to be implemented during the academic year 2013-2014:</p> <ol style="list-style-type: none"> <li>1. Begin the planning process of events/activities at least one or two months before scheduling date.</li> <li>2. Involve more students in the planning process.</li> <li>3. Coordinate with faculty, and other offices in implementation of activities.</li> <li>4. Utilize better tools to assess number of participants.</li> <li>5. Design and develop modules for all workshops and trainings to ensure consistency in both content and delivery of those workshops and trainings.</li> </ol>

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		<p>(2) Of the 52 participants, 49 (or 94%) scored &gt;=the median, and only 3 (or 6%) scored &lt; the median in the post test. (3) Therefore, a positive difference of only 7% participants scoring &gt;=median.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2012 - 2013</p>	
<p>C - studentServices - Student Life - 2012-2013 Health Services Outcome 2 - Continue to improve level of satisfaction with essential basic health care and preventative services provided by the health service clinic.</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>Start Date:</b> 10/01/2012</p> <p><b>Inactive Date:</b> 09/30/2013</p> <p><b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b></p> <ol style="list-style-type: none"> <li>1. Provide and conduct annual health screenings to include but not limited to sexually transmitted infections, diabetes, hypertension and others.</li> <li>2. Coordinate and conduct special health services to include but not limited to Well Women Clinic etc.</li> <li>3. Provide appropriate and efficient referral services with proper documents and follow-up adherent to established protocol.</li> <li>4. Provide stock supplies of first aid kits to residence halls and other offices to ensure accessibility of treatment of common injuries and emergencies.</li> <li>5. Provide safe and professional health services through continued upgrading of nursing skills and knowledge to ensure nursing practice competency.</li> <li>6. Conduct quarterly inventory of medical supplies to ensure timely procurement of</li> </ol>	<p>08/09/2013 - To determine the effectiveness of the Health Services in terms of providing the essential basic and preventive health care services based on perceptions of students, faculty and staff, a non-random sample (n) of 237 students, faculty and staff was surveyed using the Client Satisfaction Survey designed and developed by the Health Services.</p> <p>The results of the survey showed 86 % (exceeds) positive rating. The established criterion for success was "80% positive rating on clients' satisfaction survey." Criterion for success had been met.</p> <p>In addition, the results also showed that the Health Services received overall positive ratings with the highest rating of 90.27% on Question 1, (i.e., the staff was courteous, friendly and helpful), and lowest positive rating of 82.04% on Question 4, (i.e., the staff was sensitive to my needs and showed genuine interest). Furthermore, 85.61% of the 237 subjects expressed satisfaction with the services provided by the Health Services and only 2.52% signifying dissatisfaction. 11.87% expressed neutrality.</p>	<p>08/09/2013 - Although the unit had successfully met the established targets (criteria for success) as outlined in the results and findings of the assessment, it will continually strive at ensuring that students, faculty and staff are provided and are satisfied with the services offered.</p>

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	<p>medicines and other supplies to replenish depleted stock.</p> <p><b>Assessment Type:</b> Survey</p> <p><b>Target:</b></p> <ol style="list-style-type: none"> <li>1. 80% positive rating on client's satisfaction survey.</li> <li>2. 90% of visits to the Health Service will receive needed treatment</li> </ol>	<p>Additionally, tabulated frequency counts of visits (4, 353) to the Health Service clinic during SY 2012-13, showed that 97% of the visits received the needed treatment/services. The established criterion for success was "90% of visits received the needed treatment/services". Therefore, this criterion of success had also been met.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2012 - 2013</p>	
<p>C - studentServices - Student Life - 2012-2013 Sports and Recreation Outcome 1 - Students will demonstrate basic skills in playing basketball and basic knowledge in officiating.</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>AUO Status:</b> Active</p>	<p><b>Assessment Strategy:</b> Conduct basic fundamental skills training in basketball to twenty students on Tuesdays and Thursdays of every week in the spring semester.</p> <p>Establish an individual performance rubric for participants to document progress and improvement.</p> <p>Provide opportunities to all participants to access sports trainings or workshops available on campus.</p> <p>Conduct five referring, umpiring and table officiating clinics to twenty individuals in summer.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> At least 70% of the students participated in the fundamental skills training gained competency and demonstrate the skills learned in a real competition match.</p>	<p>09/02/2013 - High performance skills training is an elite skills training for competent athletes and as a result of this training, only ten or 50% of the students enrolled were competing in the higher level of competition organized by the State. The established criterion for success was "at least 70% in the number of elite participants." Therefore, this criterion for success was not met.</p> <p>Officiating clinic was conducted by the recreation staff in July 2013 and participants learned the common rules and were given practical hand mechanics and demonstrations as a result out of the twenty students enrolled, ten or 50% of the participants were motivated and build confident to assist in the officiating of the games. The established criterion for success was "at least 70% of the participants would build confident." Therefore, this criterion for success was not met.</p> <p><b>Target Met:</b> No</p> <p><b>Reporting Period:</b> 2012 - 2013</p>	<p>09/02/2013 - Based on the results, the Sports and Recreation need to improve the planning and modify the training programs to better cater both athletes and officials. The following are plans to be implemented during the academic year 2013-2014:</p> <ol style="list-style-type: none"> <li>1. Increase on the number of goodwill and friendship games with the local communities around the island.</li> <li>2. Increase student teams in the State sport leagues and tournaments.</li> <li>3. Modify the individual skills trainings to improve on beginners and elite skills.</li> <li>4. Provide access and opportunities for our students to Zone Development Officers (ZDO) as they visit the FSM States to conduct</li> </ol>

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	<p>At least 70% of the participants build confidence and assist the staff to officiate the games.</p>		<p>skills training, officiating clinics and coaching courses.</p> <p>5. Design and develop modules for all workshops and trainings to ensure consistency in both content and delivery of those workshops and trainings.</p>
<p>C - studentServices - Student Life - 2012-2013 Sports and Recreation Outcome 2 - Increase the level of awareness in sports and satisfaction to the college community and the local community through sports and activities.</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>Start Date:</b> 10/01/2012</p> <p><b>Inactive Date:</b> 09/30/2013</p> <p><b>AUO Status:</b> Active</p>	<p><b>Assessment Strategy:</b> Provide daily monitoring and mentoring to all customers utilizing our facilities and services.</p> <p>Modify the programs and activities to best satisfy our students, staff and faculties and other patrons utilizing the facility.</p> <p>Provide custodial services daily to foster a safe and healthy environment to all facility users.</p> <p>Increase sports and activities that involve the college community and the local community to foster goodwill and friendship.</p> <p>Establish code of ethics for all students participating in our sports programs and activities to foster unity.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> At least 80% of the participants will satisfy with the programs and services and will demonstrate unity and friendship on and off the competition grounds.</p>	<p>09/02/2013 - Daily monitoring and mentoring facility users improved the services and contributed to the satisfaction to all patrons utilizing the facility and services.</p> <p>An interview survey was conducted by the staff in the month of July 2013 to eight of the active students from the residence halls and twelve off campus students that spend lots of time utilizing the services by doing recreational sports and activities at the gym.</p> <p>As a result, the off campus students responded to the three satisfaction questions "OK" whereas the residence hall students responded "only when the gym is not available for their use due to conferences".</p> <p>An internal office review of the sports and activities programs was contacted by the office staff and modifications were done to cater all participants. As a result 60% of our participants understand the importance of team work and demonstrate good sportsmanship on and off the play ground. The remaining 40% were new student enrollment and were new to our program rules and regulations that pertains the code of ethics in sports.</p>	<p>09/02/2013 - Based on the results, the Sports and Recreation need to do the following plans and implementations to best satisfy the students and that they demonstrate good sportsmanship in the sports competitions and beyond throughout the academic year 2013 and 2014.</p> <ol style="list-style-type: none"> <li>1. Implement additional outdoor recreational sports.</li> <li>2. Improve on the existing outdoor playing grounds.</li> <li>3. Organize more goodwill games and outreach activities that involve both the students and the local communities.</li> <li>4. Maximize the use of the sports facilities by turning the practice hall into a students center.</li> <li>5. Establish entertainment options to the inactive students to increase students participation in the sports and activities.</li> </ol>

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		<p><b>Target Met:</b> No <b>Reporting Period:</b> 2012 - 2013</p>	<p><b>Follow-Up:</b> 09/02/2013 - Big screen movies will be available by October of 2013.</p>
<p>C - studentServices - Student Life - 2012-2013 Residence Hall Outcome 2 - Residents will demonstrate knowledge about the rules and regulations of the Residence Halls. <b>AUO Assessment Cycle:</b> 2012 - 2013 <b>Start Date:</b> 10/01/2012 <b>Inactive Date:</b> 09/30/2013 <b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b></p> <ol style="list-style-type: none"> <li>1. Provide orientation and awareness sessions on rules and regulations/policy procedures for the new incoming residents.</li> <li>2. Continuous monitoring and enforcing of rules and regulations in the residence halls.</li> <li>3. Facilitate at least two review sessions on Residence Hall's rules and regulations during the school year 2012-2013.</li> <li>4. Coordinate with Security and Safety to facilitate fire drills at least twice a semester to ensure that residents are proficient in adhering to fire and safety rules and procedures.</li> <li>5. Develop and implement assessment tools to assess the residents' knowledge and compliance of rules regulations and policies.</li> </ol> <p><b>Assessment Type:</b> Descriptive Statistics <b>Target:</b> At least 90% increase in knowledge about the rules and policies of the Residence Halls.</p>	<p>09/08/2013 - There was no assessment made to measure the level of knowledge about rules and policies of the residence halls. <b>Target Met:</b> No <b>Reporting Period:</b> 2012 - 2013</p>	<p>09/22/2013 - There was no assessment made during this reporting cycle, as such, the Residence Hall staff will develop and implement the improvement plans in the academic year 2013-2014.</p> <ol style="list-style-type: none"> <li>1. Develop and implement an assessment tool to assess residents' knowledge and compliance of rules and policies of Residence Hall.</li> <li>2. Residence Hall staff need to take time to explain clearly and thoroughly the rules and policies to ensure that residents' have a better understanding.</li> <li>3. Residence Hall staff will facilitate at least two review sessions on rules and policies with a "pre-and postests" during Fall semester 2013 and Spring 2014.</li> <li>4. The Residence Hall will review and evaluate how effective the rules and policies are being implemented.</li> </ol>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>C - studentServices - Student Life - 2012-2013 Residence Hall Outcome 1 - Residents will be satisfied with the services provided at the Residence Halls.</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>Start Date:</b> 09/04/2013</p> <p><b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b></p> <ol style="list-style-type: none"> <li>1. Provide and organize at least two annual activities; residents' retreat in May and Fall kick-off in September for all residents.</li> <li>2. Coordinate with Counseling office to provide tutorial services to residents.</li> <li>3. Provide daily custodial services, monthly general cleanup and biweekly room inspections to ensure safety and sanitary condition of the residence halls are maintained.</li> <li>4. Provide supplementary educational and learning tools to foster residents' academic access and success.</li> </ol> <p><b>Assessment Type:</b> Survey</p> <p><b>Target:</b></p> <ol style="list-style-type: none"> <li>1. At least 80% positive rating on the satisfaction survey.</li> </ol> <p><b>Related Documents:</b> <a href="#">Copy of RH Satisfaction Survey 2013-1.xls</a></p>	<p>09/04/2013 - To determine the level of perceived satisfaction of resident students about the facilities and services provided by the Residence Halls, a satisfaction survey was administered to 72 residents of the men and women residence halls during Summer 2013 session. Of the 72 residents surveyed: (a) 18 (or 25%) are from Chuuk, (b) 21 (or 29 %) are from Kosrae, (c) 32 (or 44%) are from Yap, and (d) 1 (or 1%) from Japan.</p> <p>Specifically, the tabulated responses of the survey are summarized, as follows:</p> <p>Tabulated responses to questions with &lt;80% positive rating</p> <p>(1) Q9 (On RH visitation policy), received 76% positive rating with 18% and 6% negative and neutral ratings, respectively.</p> <p>(2) Q13 (Student activities in the residence halls), received 71% positive rating as against 28% and 1% of the 72 subjects expressing dissatisfaction and neutrality, respectively.</p> <p>(3) Q17 (Pest control), received 79% positive rating as against 17% signifying dissatisfaction, and 4%, neutrality.</p> <p>(4) Q19 (Promptness of responses to maintenance requests), received 61% positive rating as against 38% and 1% negative and neutral ratings, respectively.</p> <p>Tabulated responses to questions with &gt;80% positive ratings:</p> <p>(1) Q6 (Adherence to the rules and policies), 86% .</p> <p>(2) Q7 (Environment conducive to academic work), 89%.</p>	<p>09/24/2013 - Based on the results, the Residence Hall will continually strive at improving its services offered to residents and will specifically address the weaknesses as identified in Q9, Q13, Q17, and:</p> <ol style="list-style-type: none"> <li>1. Develop and implement assessment tools for the purpose of assessing and improving the quality of services provided to residents.</li> <li>2. Provide trainings to staff on Residence Hall's related policies and procedures as such that staff will be able to understand and explain clearly the rules and policies to residents, as well as how staff can improve services in an effective and efficient manner.</li> <li>3. Develop a calendar of activities (educational, social and recreational) to engage the residents; as such that the outcomes will support their academic and social growth while residing in the residence hall.</li> <li>4. Collaborate and coordinate with the college's division of maintenance and facilities to specifically address Q13 (pest control). Also, Residence Hall will develop in-house routine and standard operating procedures geared toward areas such as, cleanliness and orderliness, reporting protocol, reporting</li> </ol>

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		(3) Q8 (The level of noise), 82%.	protocol, and others.
		(4) Q10 (Relationship with my roommate), 94%.	Furthermore, the Residence Hall will work in collaboration with other respective divisions to especially address issues and/or activities that can't be solely addressed by the residence hall in particular, or the department, in general.
		(5) Q11 (The cost), 86%.	
		(6) Q12 (Quality of my social life in my residence hall), 94%.	
		(7) Q14 (Overall experience residing in my current residence hall), 90%.	
		(8) Q15 (Satisfaction with the facilities; the physical condition of the building currently residing in), 83%.	
		(9) Q16 (the physical condition of my room), 86%.	
		(10) Q18 (The lighting in my room), 93%. (	
		(11) Q20 (Satisfaction with safety and security issues on campus and in the residence hall), 86%.	
		(12) Q21 (The degree which I feel safe in my residence hall), 97%.	
		(13) Q22 (The degree which I feel secure to keep my belongings in my residence hall), 81%.	
		(14) Q23 (The current safety and security policy in my residence hall), 86%.	
		(15) Q24 (The performance of the campus security, 90%).	
		(16) Q25 (The promptness of response by campus security staff), 88%.	
		<b>Target Met:</b> No	
		<b>Reporting Period:</b>	



Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
2012 - 2013			
<p>C - studentServices - Student Life - 2012-2013 Office of Student Life Outcome 1 - Students will exhibit awareness of student support programs and activities.</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>Start Date:</b> 09/04/2013</p> <p><b>AUO Status:</b> Active</p>	<p><b>Assessment Strategy:</b></p> <ol style="list-style-type: none"> <li>Promote awareness of the availability of support programs and co-curricular activities through campus wide advertisement and other promotional activities.</li> <li>Facilitate and provide support and services for students' clubs and organizations.</li> <li>Encourage participation of students in clubs and organizations.</li> </ol> <p><b>Assessment Type:</b> Survey</p> <p><b>Target:</b> At least 70% positive rating on the 2012 Fall Student Orientation Survey. (Service Area Outcome).</p>	<p>09/08/2013 - The Institutional Research and Planning office (IRPO) conducted and Orientation survey to a non-randomly selected sample of 222 students at the national Campus during Fall 2012 semester. Result of the survey specific to the Office of the Director of Student Life showed that 79% of the respondents expressed that they understood and are aware of the student support programs available to assist students academically and socially with 7% and 14% indicating disagreement and neutrality, respectively.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2012 - 2013</p> <p><b>Related Documents:</b> <a href="#">2012.3 Orientation Survey_130611 copy.pdf</a></p>	<p>09/16/2013 - The following are plans to be implemented during academic year 2013-2014:</p> <ol style="list-style-type: none"> <li>Increase the number of student clubs and organizations.</li> <li>Continue and promote awareness of support service programs and activities facilitated by Student Life.</li> <li>Design and develop modules for all workshops and trainings to ensure consistency in both content and delivery of those workshops and trainings.</li> <li>Office of the Director of Student Life will be hosting and facilitating activities and events to support students, academically and socially. As such, Office of the Director of Student Life will work in collaboration with other respective divisions to either facilitate or coordinate such extra-curricular activities.</li> </ol>