Mission and AUOs Development Worksheet #1

Department for Institutional Effectiveness and Quality Assurance	FY 2017
Unit/Office/Program	**Assessment Period Covered**
Frankie L. Harriss, VPIEQA, ALO	
Submitted by	**Date Submitted**

Institutional Mission:

Institutional Mission: The College of Micronesia-FSM is a learner-centered institution of higher education that is committed to the success of the Federated States of Micronesia by providing academic, career and technical educational programs characterized by continuous improvement and best practices.

Institutional Strategic Directions Supported (Strategic Plan 2013-2017):

Because IEQA is concerned with college mission fulfillment, strategic plan success, quality assurance across all campuses and activities, and with maintaining regional accreditation, IEQA supports success of all strategic plan directions (SPDs) and goals (SPGs) through necessary intra and inter departmental collaborations. That said, IEQA has a larger role in supporting SPDs 1 and 6.

SPD1. Focus on student success

   SPG 1.1: Providing collaborative institutional support to advance student success by promoting student engagement and Institutional Student Learning Outcomes.

SPD2. Emphasize academic offerings in service to national needs.

SPD3. Be financially sound, fiscally responsible, and build resources in anticipation of future needs.

SPD4. Invest in and build a strong capacity in human capital.

SPD5. Become a learning organization through development of a learning culture guided by learning leaders.

SPD6. Evoke an image of quality

   SPG 6.1: Achieve recognition as a best practices institution by:

- Exhibiting quality, excellence, and integrity through employees, students, and graduates;
- Meeting and/or exceeding accreditation standards at all times; and
- Exploring additional models of quality assurance.

Unit/Program Mission Statement:

Institutional Effectiveness & Quality Assurance assesses and supports the capacity and extent to which the college fulfills and maintains its mission; while fostering and embedding a college culture of sustainable continuous quality improvement and collaboration at all institutional levels. Leadership and guidance are provided to the college community to ensure accountability as accreditation and regulatory standards are understood and met, and/or exceeded at all times. At the core of effectiveness and ongoing quality improvement is a focus on student learning and student success.

Unit Goals:

The Vice President for Institutional Effectiveness & Quality Assurance Major Functional Responsibilities can be found at: http://www.comfsm.fm/accreditation/files/5-31/VPIEQA-Job-description.pdf

- Lead monitor, evaluate, and implements all college planning processes with broad-based participation and robust, self-reflective constituent dialogue leading to a learning-centered community college.
- Lead, coordinate, and document systematic, ongoing assessment of all programs and student learning outcomes (SLOs) to inform changes necessary towards improving student learning.
- Generate comprehensive reports and communicates results of ongoing institutional assessments to inspire self-reflective constituent dialogue and ongoing quality improvement across the college.
- Develop and promote frameworks for research at all levels of the college.
- Communicates documented assessment results with quality assurance issues to relevant constituents to assure quality is maintained.
- Support institutional decision-making by providing timely quantitative and qualitative data to inform planning processes.
- Promote development of an evidence-based decision making culture for the college.

- Promote and enhance a college culture of collaboration.
- Ensure, through planning processes, institutional resources are allocated to support student learning.
- Lead and guide the college community to ensure accreditation eligibility requirements and standards are met and/or exceeded.
- Support student learning by providing quality IT services to students and the college community.
- Support institutional data through development and maintenance of a secure Student Information System (SIS) and integration of institutional support software.
- Establish and maintain effective communication and partnerships with community organizations, government agencies, state departments of education, and other entities involved with COM-FSM programs and services, as it relates to accreditation and quality assurance.
- Promote an informed community.

Administrative Unit Outcomes (AUO):

AUO 1: **Accreditation Requirements FY17**

The Accreditation Liaison Officer will promote an understanding of accreditation requirements, quality assurance, and institutional effectiveness among constituencies at the college during FY2017.
- o ALO designs and provides training sessions with outcomes on the COM-FSM *Quality Focus Essay* and new *Midterm Report* format and requirements, to all campuses, by the end of FY2017.
- o Participants, through a participant survey, will evaluate training sessions, and successful delivery of outcomes. Target: 90% of participants will indicate the outcomes were met. 90% of the participants will indicate the information provided in the training was useful.
- o ALO encourages all new college employees with English proficiency to take the ACCJC *Online Accreditation Basics Course,* successfully complete the course, and present the ALO with a certificate of completion as issued by ACCJC. Target: 100% of English proficient college-wide employees are issued a course completion certificate.

AUO 2: **Accreditation Communications & Depository FY17**

The Accreditation Liaison Officer will communicate information about accreditation and institutional quality that is available from the ACCJC, including letters sent to the institution and materials posted to the ACCJC's website during FY2017:
- o The ALO uses the college newsfeed, the college-wide email alias, and relevant meeting venues to communicate information about accreditation and institutional quality, and to share letters and memos from ACCJC to the college community. Target: All non-confidential communications the ALO receives from ACCJC will be widely shared with the college community on the newsfeed within 48 hours of receipt.
- o The ALO will build upon the existing electronic depository, the accreditation *Reports Archive*, to improve upon the institution's electronic accreditation archive and ensure continuity of records for future ALOs. Target: All documents the current ALO possesses will be electronically archived by July 2017.

AUO 3: **Accreditation ALO Knowledgeable, Trained, Serving FY17**

The ALO will stay knowledgeable about accreditation, including the Eligibility Requirements, Accreditation Standards and Commission policies; and attend ALO training during FY2017.
- o As per the ACCJC *Policy for Accreditation Liaison Officers*, the ALO will attend ALO training as scheduled by ACCJC during FY2017. Target: Successfully complete ACCJC ALO training in FY2017.
- o The ALO will read 100% of ACCJC communications, paying particular attention to any changes in ERs, Standards, and Commission policies in FY2017.
- o The ALO will inform the college community of any changes in ERs, Standards, and Commission policies within 48 hours or receipt of information from ACCJC.
- o The ALO will volunteer to serve on one visiting team in FY2017.

AUO 4: **Accreditation**

The ALO will maintain regular communication with the CEO, BOR, and the college on accreditation matters during FY2017:
- o Each IEQA section of the *President's Report* to the BOR will contain an accreditation update. Target: All four quarterly reports to the BOR will have an accreditation update and this will be evidenced in the electronic board agenda/notebook.
- o IEQA information and data to the BOR will be presented in a manner that supports BOR

compliance with *Standard IV.C Governing Board*. Target: VPIEQA will do a brief data presentation each BOR meeting to keep the BOR in well informed and in compliance with Standards IV.A.8 and IV.A.13. Target: VPIEQA does a brief presentation at all four quarterly BOR meetings and this will be evidenced in the electronic board agenda/notebook.

AUO 5: Accreditation Reports to ACCJC FY17

The ALO will facilitate timely reports to the Commission, including *Annual Reports* (AR) and *Substantive Change Proposals* in FY2017.

o   The ALO will receive the directions from ACCJC on the AR and *Annual Financial Report* (AFR) and ensure collaboration between Comptroller, EMSS, IA, and IRPO towards completing those two reports in advance of the March 2017 deadline. The ALO will communicate any college questions on those reports to ACCJC and inform those collaborating. Target: The reports will be ready for CEO review and certification at least two days in advance of the March 2017 deadline.

o   The ALO will collaborate with college constituents, especially IA, for submission of *Substantive Change Proposals*. Target: If Substantive Change is needed, the ALO will ensure Commission staff are contacted (VP Susan Clifford) to complete the required first step in the process, *"establish the need for Substantive Change"*. Target: For any *Substantive Change Proposal* is plausible, the ALO will inform colleagues of deadlines, ensure adherence to the latest version of the ACCJC *Substantive Change Manual*, and transmit the report prior to the deadline.

o   The ALO will facilitate timely submission any other reports such as *Follow-Up* and/or *Special Commission Reports* required by ACCJC during FY2017.

AUO 6: Visioning Process FY17

IEQA will lead a visioning process to determine the college's position, develop strategies, build a three/five-year strategic plan, and determine measures of success by May 30, 2017 (Final date contingent upon BOR quarterly meeting date).

o   VPIEQA will collaborate with the president's office to form a strategic plan working group (SPWG). Targets: The SPWG will be formed by July 2016; Members can articulate their roles and responsibilities by 15July2016; Strategies for purposeful dialogue are developed as part of a communications plan and included in the planning schedule by 29July2016; and A planning schedule is established and endorsed by SPWG by 29July2016.

o   IEQA will conduct a Visioning Summit August 2016. Targets: There will be at least 150 internal and external stakeholders present for a two-day summit; Mission review will be informed by participants answering: Whom do we wish to serve? What programs and services will reinforce our distinctive image? How do we want to be perceived? And How will we know we are succeeding? (SCUP)—results will be aggregated; A presentation on the assessment of SP 2013-2017 will be presented; Primary and secondary data will be provided (including FY2017 budget priorities) and presented to participants to support a SWOTC; A SWOTC analysis will be conducted by participants and results will be aggregated; A TOWS Matrix will be used by participants to identify strategic alternatives—results will be aggregated; The August 2016 Visioning Summit will be repeated in the states of Chuuk, Kosrae, and Yap by 11NOV2016; Aggregated data from all summits will be used to generate a *Visioning Summit Report* by 30NOV2016; The *Visioning Summit Report* will be communicated to stakeholders December 2016.

o   IEQA, through the SPWG, Executive Committee (EC), and the president, will complete the mission review process (including *explicit mission differentiation* of the six COM-FSM campuses as per the BOR's *strategic imperatives* in the *Board of Regents Two-Year Action Agenda 2015-2017)* and propose resulting mission statements to the BOR by their March 2017 meeting.

o   IEQA, through the SPWG, Executive Committee (EC), and the president, will complete the development of the vision, strategic directions, strategic goals, and measures of success. Targets: *The Strategic Plan 2018-21/23* will be endorsed and ready for presentation to the BOR during their May 2017 meeting.