

Assessment: Administrative Unit Four Column

C - studentServices - Counseling Services

Mission Statement: The Counseling division's mission is to encourage, support, and assist students in their pursuit of higher education by providing counseling and educational services to deal with personal, interpersonal, professional, and academic issues.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2015-2016 Counseling Services Outcome 1 - Students who utilized the tutorial services shall pass the course tutored by the end of the academic term.</p> <p>AUO Status: Active PSLO Assessment Cycle: 2015 - 2016</p>	<p>Descriptive Statistics - 1. Facilitate formal trainings for all tutors to ensure quality and effective tutorial services. At least two trainings for tutors per semester (August and September during fall, and January and February during spring).</p> <p>Target: 80% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.</p>	<p>Reporting Period: 2015 - 2016 Target Met: No</p> <p>Informal one on one training was conducted to tutors at the beginning of their contract dates. Tutors are rehired from previous semester(s), therefore, no formal training was conducted.</p> <p>For fall semester 2015 a total of 109 students were seen for individual tutoring. Of the 109 students 70% passed with grades A,B,C, or P 30% failed courses with D, F, or W.</p> <p>In spring semester 2016 only 60 students were seen for individual tutoring. Of the sixty students 65% passed with A,B,or C 35% got grades of D, F, or have a class cancelled. (07/17/2016)</p>	<p>Improvement: Conduct one formal training for all tutors at the beginning of fall semester, and one informal training for tutors rehired from previous semester. (08/30/2016)</p>
	<p>Descriptive Statistics - 2. Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.</p> <p>Target: Coordinate and collaborate</p>	<p>Reporting Period: 2015 - 2016 Target Met: Yes</p> <p>A total of eight tutors are currently working for the A+ Center to help students to successfully complete their courses. Subjects tutored include Math, English, Science, Accounting, Public Health courses, etc. The tutors are currently assisting instructors in various subject areas by attending their classes and assisting students in the classroom. The following instructors have one tutor attend</p>	<p>Improvement: Continue to enhance collaboration with faculty and tutors to strengthen student retention and success. (08/30/2016)</p>

once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

their class(s) to provide tutorial services:

Michael Muller
Joseph Felix Jr.
Marlene Manganon
Edper Castro
Ringlen Ringlen
Lucia Donre
Delihna Ehmes
Faustino Yarofaisug
John Haglelgam
Kasiano Paul

A follow up with the instructors informed the coordinator that tutors are doing a good job in helping the students, and instructors would like the services of the tutors in the classrooms to continue.
(07/14/2016)

Survey - 3.Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.

Reporting Period: 2015 - 2016

Target Met: No

For fall semester 2015 a total of 109 students were seen for individual tutoring. Of the 109 students 70% passed with grades A,B,C, or P
30% failed courses with D, F, or W.

Improvement: Devise and conduct a satisfactory survey to students that seek tutorial services for the next assessment cycle. (08/30/2016)

Target: 80% positive ratings in satisfaction survey administered to a cohort group of students.

No satisfaction survey conducted for this reporting period.
(07/17/2016)

Reporting Period: 2015 - 2016

Target Met: No

Spring 2016, sixty students availed themselves for individual tutoring. Of the 60 students 65% passed their courses with A,B,or C, while 35% received D's and F's. (07/15/2016)

Improvement: The coordinator and tutors will be more visible to students. This can be done through pictures of tutors on their published schedules, and in and around the campus and/or the tutors and coordinator will collaborate with instructors to set a time to go out to the classrooms at the beginning of the semester(s) to introduce themselves to the students. This may increase number of students

tutoring services on their own, rather than having them referred by their instructors, therefore, help the student in taking ownership of their education. (08/30/2016)

Descriptive Statistics - 4. Design, develop, and implement a mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.

Reporting Period: 2015 - 2016

Target Met: Yes

Tutors and schedules are communicated to the faculty through the Director of Academic Programs, and are posted on the college's newsfeed. (08/30/2016)

Improvement: The coordinator and tutors will be more visible to students and faculty. This can be done through pictures of tutors on their published schedules, and in and around the campus and/or the tutors and coordinator will collaborate with instructors to set a time to go out to the classrooms at the beginning of the semester(s) to introduce themselves to the students. This may increase number of students who seek out tutoring services on their own, rather than having them referred by their instructors, therefore, help the student in taking ownership of their education (08/30/2016)

Target: An informational procedures manual to be published by December 2015, with information of expectations of tutors, tutees, referral system, etc. Provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

Exam/Quiz - Pre-Post - 5. Facilitate at least one test-taking skill workshop

per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November

On April 20, 2016, the tutors of the A+ Center conducted a workshop on test taking skills to 12 participants. The workshop covered the basics of identifying symptoms of test anxiety and how to prepare mentally and physically

Improvement: Even with positive results, a recommendation is made to increase population attendance because number of students attending workshops do not represent the college

2015 and February 2016.

Target: Pre-and post tests, a statistically significant difference.

before and during a test. The purpose of the workshop is to help students cope with test anxieties. Before the workshop, 12 participants took the pre-test and the results showed that 33% were able to pass. After the workshop a post test was given and 75% of the participants passed the post test. The results showed that there was an increase in their knowledge of the coping strategies presented in the workshop. (07/17/2016)

population and with increase in attendance the student services can best assess whether this workshop works or not. Therefore, the counselors will find creative ways in having more students participate in workshops. More collaboration will be done with faculty to get students involved in these co-curricular activities. The counselor will also research in a measuring tool to use to show the significance and impact the workshop has on the participants (07/17/2016)

Reporting Period: 2015 - 2016

Target Met: Yes

A Test Taking Skills Workshop was conducted on November 20, 2015. This workshop is designed to help participants develop the skills necessary for success in their academic courses. The aim was for participants to learn strategies for note taking, time management, reading critically, concentration and studying, and test taking strategies. Only 10 students attended the workshop. Before the workshop, the 10 students took the pre-test and 30% of the students were able to identify strategies that will be presented. After the workshop a post test was given and 100% of the students were able to identify the strategies presented. (07/14/2016)

Improvement: Although there is positive result, the number of participants do not represent the college population, therefore, the counselors will find creative ways in having more students participate in workshops. More collaboration with faculty to get students involved in these co-curricular activities. The counselor will research in a measuring tool to use to show the significance and impact the workshop has on the participants. (08/30/2016)

Descriptive Statistics - 6. Obtain at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.

Reporting Period: 2015 - 2016

Target Met: Yes

On October 2014, the coordinator became a member of the National College Learning Center Association. (08/30/2016)

Improvement: Become an active member through participation and attendance in annual conferences to gain up to date best practices. Membership fee is included in the conference registration fee, therefore, the coordinator will need to actively participate in annual conferences

and/or trainings in order to keep its membership.
The coordinator will further seek and obtain membership of a national association to further update tutors and coordinator(s) of best practices through professional development offered. (08/30/2016)

Target: Continuous improvement of tutorial services.

2015-2016 Counseling Services

Outcome 2 - Students who receive transfer advising through the college's counseling services and the EducationUSA center will exhibit increased awareness about the admission requirements and processes of higher education institutions in the U.S.

AUO Status: Active
PSLO Assessment Cycle: 2015 - 2016

Exam/Quiz - Pre-Post - 1. Facilitate two informational workshops per semester on transfer admissions to other higher education institutions in the United States.
A workshop in October 2015 for fall semester, and March, 2016 for spring semester.

Target: 80% of the students who receive transfer advising will demonstrate the awareness about admission requirements and processes of selected higher education institutions in the U.S.

Reporting Period: 2015 - 2016

Target Met: Yes
11/25- Transfer Video (International Education Week) – In collaboration with EducationUSA an informational video session was conducted to participants. The session was geared toward international students financing their education at a U.S college or University. Five students attended the session and 4 students were able to satisfactorily answer the questionnaire.

2/17/16- A Transfer Workshop was conducted at the Language and Literature computer lab. The purpose of this workshop was to provide information about the steps that COM-FSM student can utilize to transfer to colleges and universities after graduating from COM-FSM. Twenty students attended the workshop, and of the 20 students 12 were randomly selected to take the pre and post-test based on those that were available before the session started. The same 12 took the pre-test and the post-test. All 12 students failed the pre-test. After the workshop, the same students took the post-test and all passed. These results showed that 12 out of 12 students (100%) were able to locate the schools of their choices utilizing the 5 steps and the College Board search engines at the end of the workshop.

Improvement: Although there is positive result, the number of participants do not represent the college population, therefore, the counselors will find creative ways in having more students participate in workshops. More collaboration with faculty to get students involved in these co-curricular activities. (08/30/2016)

(07/17/2016)

<p>Reporting Period: 2015 - 2016 Target Met: Yes Transfer workshop was held on Yap (SDA Yap, October 26, 2015, Yap Campus, October 26, 2015, and Yap High School, October 27, 2015). Objective of the workshop was to provide information about the different colleges abroad to which prospective student can apply to after graduating from COM-FSM.</p> <p>- A survey was used to measure the outcome of the workshop. There were a total of 154 students participated in the workshops. Out of the 154, ninety one students completed and submitted the survey. Eighty-eight (97%) students out of 91 students were able to demonstrate and apply the process of successfully transferring to another college. (07/14/2016)</p>	<p>Improvement: Although there is positive result, the number of participants are not all representatives of the college population. Two other high schools with prospective college students attended this workshop. The counselor will devise a way to separate and measure population targets from prospective targets in order to see how effective this workshop is to the college population. (08/30/2016)</p>
<p>Survey - 2. In collaboration with other student support services units and program faculty, coordinate and continue to host college fair in March of each academic year to provide incoming new students (high school seniors) information about the college, e.g., curricular programs, support and administrative services, facilities, and others. Additionally, coordinate college visits for participants of specially-funded programs such as, Upward Bound, Talent Search Program, Gear Up, international students, and others.</p> <p>Target: 85% positive ratings in satisfaction survey administered to a cohort group of students.</p>	<p>Improvement: Recommendations are made to address collaboration between COM-FSM national and state campuses department of EMSS, specifically counseling services, regarding planning of transfer outreaches and to change the name from College Fair that was originally hosted by EducationUSA in collaboration with COM-FSM to EducationUSA outreach. The recommended change is made to avoid duplicate reporting and confusion of COM-FSM College Fair and the EducationUSA College Fair. (08/30/2016)</p>
<p>Reporting Period: 2015 - 2016 Target Met: Yes 11/28- An informational session at a COM-FSM outreach program for the Kapingamarangi Village. An estimate of 250 people attended the program. (08/28/2016)</p>	<p>Improvement: To be better prepared for unplanned outreach activities, the counseling office will draft an informational powerpoint and/or brochures to be readily available</p>

for use. (08/30/2016)

Reporting Period: 2015 - 2016
Target Met: Yes
 March 2016- Counselors and Peer Coaches coordinated and provided college information and campus tour for 45 students from Jabro high school from the Marshall Islands and Kwajalein Atoll High School.

Improvement: To be better prepared for informational tours for prospective students, the counseling office will draft an informational powerpoint and/or brochures to be readily available for use. (08/30/2016)

(08/28/2016)

Descriptive Statistics - 3. Design, develop, publish and circulate informational material about the college, its curricular programs and/or offerings, student support services and activities, facilities to promote communicate awareness about the college.

Reporting Period: 2015 - 2016
Target Met: Yes
 Calendar of activities published and distributed to other divisions. Activities and schedules posted on the college newsfeed. (08/28/2016)

Improvement: Make calendar and schedules more visible by other modes of medium. (08/30/2016)

Target: An informational material (brochure) published by December 2015, with information updated annually.

2015-2016 Counseling Services Outcome 3 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.

Exam/Quiz - Pre-Post - 1. Facilitate at least one alcohol awareness activity per semester designed to assist participants in developing awareness necessary for success in their personal lives, i.e., October 2015 and February 2016.

Reporting Period: 2015 - 2016
Target Met: Yes

Counselors took part in the Substance Abuse Prevention (SAP) working group spearheaded by the Peer Counseling Office to host the December 2015 SAP activities. Activities included an essay contest and Basketball games. To avoid duplicate reporting of same activities, the Peer Counseling Office is reporting on the outcomes of the activities. (07/17/2016)

Improvement: To avoid duplicate reporting and activities by Peer Counseling Office and Counseling Office, alcohol awareness activities will no longer be an objective of the Counseling Office. (08/30/2016)

AUO Status: Active

PSLO Assessment Cycle: 2015 - 2016

Target: Pre-and post tests, a statistically significant difference.

Exam/Quiz - Pre-Post - 2.Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors, i.e., November 2015, and April 2016.

Reporting Period: 2015 - 2016

Target Met: No

No career workshops were facilitated this year cycle. (08/30/2016)

Improvement: Collaborate with faculty to schedule and facilitate career workshop(s) for students for the next assessment cycle. (08/30/2016)

Target: Pre-and post tests, a statistically significant difference, and 85% positive rating in a survey administered to participants.

Exam/Quiz - Pre-Post - 3.Facilitate at least one resume-writing and interview workshop per semester for students that will include the Do's and Don'ts of completing job applications, resume writing (curriculum vitae), and interview skills necessary to prepare participants for employment process, i.e., December 2015 and April 2016.

Reporting Period: 2015 - 2016

Target Met: Yes

A resume writing workshop on April 13, 2016. There were 12 students participated in the workshop. Presenters were invited from the Division of Personnel Office at FSM National Government Division of Personnel Office, Pohnpei State Government.

Pre- and post-tests were used to measure the outcome of the workshop. Out of the 12 students, 10 students completed the pretest. Out of the 10 students, 6 students (60%) were able to identify the skills necessary to prepare for employment process. At the end of the workshop, 100% of the students completed the post-test and the result showed that 100% of the students were able to identify the skills necessary to prepare for employment process.

Improvement: The counselor will work collaboratively with faculty to increase the number of student participation and align the workshop contents to what is being learned in the classroom as part of our effort to enhance the co-curricular programs. The workshop will now include interview skills that will allow the participant to gain effective skills needed in an interview. (08/30/2016)

Target: Pre-and post tests, a statistically significant difference,

and 90% positive rating in a survey administered to participants.

(07/17/2016)

Reporting Period: 2015 - 2016

Target Met: No

A Resume and Interview Workshop was held on October 14, 2015. The purpose of the workshop was to help participants write resume that will prepare them for employment success.

- A pre/post test consisting of same series of questions was administered to the 15 students who attended the workshop. The pre test showed that only 20% of the students were able identify the process in writing a resume. After the workshop a post-test was given and 62% of the students were able to identify the process of writing a resume.

(07/14/2016)

Improvement: The counselor will work collaboratively with faculty to increase the number of student participation and align the workshop contents to what is being learned in the classroom as part of our effort to enhance the co-curricular programs. The workshop will now include interview skills that will allow the participant to gain effective skills needed in an interview.
(08/30/2016)