

# Assessment: Administrative Unit Four Column



## C - EMSS - Student Life, Residence Halls, Health Services, Sports and Recreation

**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.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p><b>FY2017_EMSS_N_SLHS: Outcome 1 -</b> The Health Service will continue to provide a variety of basic effective primary and preventive health care services to the college community; as such, students will continue to demonstrate increased awareness and knowledge of positive self-care by seeking and utilizing services provided by the college’s health services clinic</p>	<p><b>Descriptive Statistics -</b> 1. Continually provide basic and effective primary and out-patient health care services with diagnosis, treatment, and consultation on general and basic health care needs; and to provide stock supplies of first aid kits and over the counter medications to residence halls and other offices on campus to ensure availability and accessibility of treatment of</p>	<p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No Tabulated frequency count of visits by students, faculty, and staff to the Health Service showed that:  A. In 2015-16, the Health Service received a total of 4,142 visits  B. In 2016-17, it received a total of 3,737 visits.  C. A decrease of 405 visits; therefore, a decrease by 10 % in</p>	<p><b>Improvement:</b> Based on the results, the Health Services need to continually improve the delivery of health services and plans to implement the following in the next cycle:  1. Continually provide basic and effective primary and out-patient health care services daily and exceed the rate of frequency</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p>common problems/minor injuries and emergencies.</p> <p><b>Target:</b> Target: 1. 1 Exceed the rate of frequency count of visits for primary and preventive health care services by at least 10% from prior year.</p> <p>Target 1. 2 At least six offices on campus will be provided stock supplies of first aid kits and over the counter medications.</p> <p><b>Descriptive Statistics</b> - 2. Ensure continuous access to primary and preventive health care services and treatments that include but not limited to, immunizations,</p>	<p>the number of visits as compared to prior school year.</p> <p>D. The established criterion for success was “at least 10% increase in the number frequency counts of visits to the Health Service clinic”; therefore, this criterion has not been met.</p> <p>However, the office log of visits also showed that the Health Service had provided stock supplies of first aid and over the counter medications to six offices on campus. The established criterion for success was “at least six offices on campus will be provided stock supplies of first aid kits and over the counter medications”; therefore, this criterion has been met. (09/11/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Tabulated frequency count of visits to the Health Service clinic and office logs on registration of participants to the health activities/workshops hosted and facilitated by the</p>	<p>counts of visits by at least 10% from prior year.</p> <p>2. Ensure stock supplies of first aid kits and over the counter medications are provided to all student service office sites to be dispensed to ensure availability and accessibility of treatment for common/minor problems and to exceed the number of offices to at least 8 from prior year.</p> <p>3. Ensure continuous access to the seasonal influenza vaccines and to increase the rate of students, faculty and staff taking the vaccines by at least 10% from prior year</p> <p>4. Organize and facilitate at least one first aid training to student service staff</p> <p>5. Extend special clinic that provides care and treatment for women-specific problems; and ensure safe and professional health practice and competency through continue upgrading of nursing skills and knowledge including maintaining currency of nursing license.</p> <p>(10/02/2017)</p> <p><b>Improvement:</b> See improvement plan under Strategy I (10/02/2017)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>deworming medicines, multi-vitamin supplements, and others.</p> <p><b>Target:</b> 2.1 Exceed the rate of students, faculty and staff taking the seasonal influenza by at least 10% from prior year.</p> <p>2.2 Exceed the rate of students, faculty and staff taking the preventive/prophylaxis treatments by at least 5% from prior year.</p>	<p>Health Service clinic showed that:</p> <p>A. In 2015-2016, the Health Service received a total of 295 students, faculty and staff for the seasonal influenza vaccination.</p> <p>B. In 2016-2017, it received a total of 309 students, faculty and staff for the seasonal influenza vaccination.</p> <p>C. An increase of 14 in headcounts; therefore, an increase by 4.5% in the number of students, faculty and staff who received the flu vaccinations in comparison to prior school year.</p> <p>D. The established criterion for success was to “exceed the number of students, faculty and staff taking the seasonal influenza vaccinations by at least 10%” from prior school year”; therefore, this criterion has not been met.</p> <p>However the office logs also showed that:</p> <p>A. In 2015-2016, the Health Service received a total of 2,065 visits by students, faculty and staff specifically for treatment of health maintenance/prophylaxis including deworming medicines, multi-vitamin supplements and others.</p> <p>B. in 2016-17 the dispensary received_2,235 visits for the same kind of treatment.</p> <p>C. An increase of 170 visits; therefore, an increase by 8% in the number of visits for the health maintenance/prophylaxis treatment in comparison to prior school year.</p> <p>D. The established criterion for success was to “exceed the number of students, faculty and staff taking the health maintenance/prophylaxis treatment by at least 5% from prior years”; therefore, this criterion has been met. (09/11/2017)</p>	<p><b>Improvement:</b> See improvement</p>
	<p><b>Descriptive Statistics - 3. Extend</b></p>	<p><b>Reporting Period: 2016 - 2017</b></p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>special clinic that provides care and treatment for women-specific problems; and ensure safe and professional health practice and competency through continue upgrading of nursing skills and knowledge including maintaining currency of nursing license..</p> <p><b>Target:</b> 3.1 At least two special women’s health clinics will be conducted during the fiscal year</p> <p>3.2 At least participate in two or three on and off-island nursing or health-related workshops/conferences.</p> <p><b>Descriptive Statistics -</b> 4. Continually conduct inventory of medical supplies at least quarterly to ensure timely procurement of medicines and to prevent stock outs; and prepare POs, receive, unpack &amp; redistribute to state campus clinics.</p> <p><b>Target:</b> 4.1 At least four inventories of medical supplies will be conducted during the school year.</p>	<p><b>Target Met:</b> No</p> <p>Because of unavailability of appropriate nursing staff qualified to assist in conducting the women’s health clinic this activity could not be implemented.</p> <p>Also due to scheduling problems and other matters, the nurse was able to participate in only one nursing conference/workshop. The established criterion for success was “participate in at least two or three on and off-island nursing or health-related workshops/conference”; therefore, this criterion has not been met. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>According to stock cards, three physical inventories were carried out on most of the medical supplies. The established criterion for success was “at least four inventories of medical supplies will be conducted during the school year”; therefore, this criterion has not been met. (10/02/2017)</p>	<p>plan under Strategy I (10/02/2017)</p> <p><b>Improvement:</b> See improvement plan under Strategy I (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLHS: Outcome 2 -</b> The Health Service will continue to provide and facilitate health education awareness and well-being outreach programs/activities to the college community; as such students will continue to demonstrate increased awareness and knowledge about current health issues and the role of healthy lifestyle choices in improving and preserving their health.</p>	<p><b>Exam/Quiz - Pre-Post -</b> 1. Continue to organize and facilitate at least five health workshops/activities in collaboration with the college’s health science program including external health services providers and government agencies.</p> <p>2. Coordinate and facilitate at least two individual health presentations/training/workshops to</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>The office log on registrations of participants to the health activities/workshops hosted and facilitated by the Health Service clinic showed that:</p> <p>A. In 2015-16 the office hosted five health activities/workshops participated by about 1,028 students</p> <p>B. In 2016-2017, the office hosted the same number and types of health activities/workshops participated by about 1,085 students</p>	<p><b>Improvement:</b> Based on the results of Outcome 2 of Assessment Cycle 2016-17, the Health Service needs to continue to provide as well as improve the implementations of health workshop/activities held on campus. The following are planned to be implemented:</p> <p>1. Encourage involvement of more</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p>students and staff.</p> <p>3. Continue to plan and organize activities at least one month prior to schedule date of events/activities to review progress and to ensure wide awareness of events.</p> <p>4. Increase the rate of students' participation in the Health Service facilitated health workshops/activities by encouraging involvement of more students/student clubs in the planning and implementation of activities.</p> <p><b>Target:</b> 1.1 At least 80% positive rating on the results of survey administer to a cohort of participants to the Health Service facilitated workshops/health activities.</p> <p>1.2 Statistically significant difference between the scores in the pre-tests and post-tests administered to a cohort of participants to Health Service facilitated workshops/health activities.</p>	<p>C. An increase of 57 participants in head counts; therefore, an increase by 5.26 % in the number of student participants as compared to prior year.</p> <p>D. The established criterion for success was "at least 10%" increase in the number of students, faculty and staff participating in the Health Service facilitated workshop/health activities from prior school year; therefore, this criterion has not been met.</p> <p>However, to determine the effectiveness of the Health activities in terms of increased knowledge of students based on their perceptions, specifically with issues on sexually transmitted infections, a survey consisted of five questions was administered to a sample of 191 non- non-randomly selected cohort of participants to the World Aids Day activities.</p> <p>The overall results of the survey were positive with 180 (or 94.73%) of the 191subjects perceived the World Aids Day activities as informative with only 9 (or 4.74%) perceived as not informative and 1 (or .53%) with no comment. The results also showed that 186 (or 97.84) of the subjects agreed that participating in the World Aids Day activities had increased their understanding about HIV/AIDS and ways to prevent and control its spread with only 4 (or 2.11%) signifying disagreement. While 186 (or 97.89%) of the subjects agreed that participating in the World Aids Day activities had motivated them to practice safe sex, only 2.10 % expressed disagreement.</p> <p>The results further showed that 185 (or 97.89%) of the subjects agreed that participating in the World Aids Day activities had motivated them to have screening for sexually transmitted diseases on a regular basis with only 2.12% signifying disagreement.</p> <p>The results also showed that 61 (or 32.11%) of the subjects perceived the special presentation on the topic on HIV/AIDS most beneficial to them. While 44 (or 23.16%) of the subjects perceived the singing and dancing contests as most beneficial, 30 (or 15.79) and 55 (or 28.95%) of the subjects</p>	<p>students or student clubs in the planning and implementation of activities.</p> <p>2. Increase the rate of students' participation in the Health Service facilitate health workshops/activities by providing incentives.</p> <p>3. Continue to plan and coordinate health workshops/activities in collaboration with the college's health science program including external health services providers and government agencies.</p> <p>4. Coordinate and facilitate at one individual health presentations/training/workshops to students and staff.</p> <p>5. Continue to plan and organize activities at least one month prior to schedule date of events/activities to review progress and to ensure wide awareness of events.</p> <p>6. Continually update and provide current health information resources including developing and publishing the unit's IEC materials</p> <p>7. Continually update and renew current subscriptions to nursing journals and other health magazines</p>

*Administrative Unit  
Outcomes*

*Assessment Strategies*

*Results*

*Improvements*

perceived the dramas and IEC materials as most beneficial to them respectively.

(10/02/2017)

To further determine the level of knowledge of participants about other health issues specifically diabetes, a post survey consisted of five questions was administered to a non-probability sample of 197 participants to the World Diabetes Day activities. The survey was designed to assess the level of basic knowledge of participants about diabetes, its symptoms, ways to prevent and control it, some of the risk factors of diabetes and long-term complications. Basically the results showed that the subjects had some basic knowledge about diabetes with the highest rating of 95.43% on Q4 (e.g., diabetes can be controlled by diet and exercise) and lowest rating of 63.45% on Q3, (i.e., diabetes means there is too much salt in your blood). The results also showed that 177 (or 89.85%) of the 197 know some of the common symptoms of diabetes indicating "all the above" on Q5 (i.e. signs and symptoms of diabetes include increased thirst, frequent urination, blurry vision, feeling tired, all the above) with only 4 (or 2.03%) of the subjects indicating only "increased thirst" and 2 (or 1.02%) and 14 (or 7.11%) of the subjects indicating only "blurry vision" and "feeling tired" as common symptoms of diabetes respectively.

The results further showed that 170 (or 86.29%) of the subjects know some of the risk factors in developing Diabetes Type by indicating "all the above" on Q6 (i.e., some risk factors in developing type II diabetes include a family history of diabetes, lack of physical activities, overweight, all the above) with 21 (or 10.66%) indication only "a family history of diabetes" and 5 (or 2.54%) indicating only "lack of physical activities" and "overweight".

The results also showed that 170 (or 86.29%) had some knowledge about some of the long-term complications of uncontrolled diabetes by indicating "all the above" on Q7 (i.e., long-term complications of uncontrolled diabetes include stroke, blindness, heart attacks, kidney problems, all the above) with 8 (or 4.06%) indicating only "heart attack" 7 (or 3.55%) only "stroke" and 6 (or 3.05%) only "blindness"

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	<p><b>Descriptive Statistics</b> - 5. Continue to provide and conduct annual health screenings to include but not limited to sexually transmitted infections, diabetes, hypertension and others.</p> <p><b>Target:</b> 5.1 Exceed the number of students, faculty and staff participating in the health screening activities by at least 10% from prior year.</p> <p>5.2 At least 50% of the students residing in the residence halls will participate in the STIs/HIV/AIDS screening activity.</p> <p>5.3 Statistically significant difference between the scores in the pre-tests and post-tests administered to a cohort of participants to health service facilitated workshops/programs/presentations.</p>	<p>and “kidney problems”. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No</p> <p>The office log on registrations of participants to the health screening activities hosted and facilitated by the Health Service clinic showed that:</p> <p>A. In 2015-2016, the office hosted eight screening activities participated by 1, 319 students, faculty and staff.</p> <p>B. In 2016-2017 the office hosted the same number and types of health screenings activities participated by 1, 230 students, faculty and staff.</p> <p>C. A decrease of 89 in headcounts; therefore a decrease by 7% in the number of students, faculty and staff participated in the health screening activities in comparison to prior school year.</p> <p>D. The established criterion for success was to “exceed the number of students, faculty and staff participated in the health screening activities by at least 10%” from prior school year”; therefore, this criterion has not been met.</p> <p>Also, the office log on registration of participants to the annual screening specifically for the HIV/AIDS and other STIs showed that a total of 111 students and staff participate in the activity. Of the 111, 91 were students of which 40 (or 44 %) of them were from the residence halls. Residence hall records showed a total of 103 residents in the Residence halls. The established criterion for success was “at least 50% of the students residing in the residence halls will participate in the HIV/AIDS/STIs screening activity”; therefore, this criterion has not been met. (10/02/2017)</p>	<p><b>Improvement:</b> See improvement plan under Strategy I. (10/02/2017)</p>
	<p><b>Descriptive Statistics</b> - 6. Ensure the currency of information in information, education, and</p>	<p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No</p> <p>Tabulated frequency count of visits to the Health Service</p>	<p><b>Improvement:</b> See improvement plan under Strategy I.</p>

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	<p>communication (IEC) and continually update health care information resource/materials including developing and publishing the unit's IEC materials.</p> <p><b>Target:</b> 6.1 Exceed the rate of students using/requesting health care information/resource materials by at least 5% from prior year.</p>	<p>clinic showed that:</p> <p>A. In 2015-2016, a total of 3,070 visits were made by students. Of the number, 2, 703 were recorded to use or provided information education and communication.</p> <p>B. In 2016-2017, a total of 2, 559 visits were made by students. Of the number 1, 9 04 visits were recorded to use or provided information education and communication.</p> <p>C. A decrease of 799 visits; therefore, a decrease by 30% in the number of visits for IEC.</p> <p>D. The established criterion for success was “exceed the rate of students using/requesting health care information/resource materials by at least 5% from prior year; therefore, this criterion has not been met. (10/02/2017)</p>	<p>(10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLHS: Outcome 3 -</b> The Health Service will continue to provide quality family planning and reproductive health services; as such, students will demonstrate increased knowledge and awareness about their sexual and reproductive health needs by making informed, healthy, and appropriate decisions that impact positively on their sexual and reproductive lives.</p> <p><b>AUO Status:</b> Active <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Descriptive Statistics -</b> 1. Continue to provide reproductive health and family planning services including screening and testing for pregnancy and administration of contraceptive methods.</p> <p><b>Target:</b> 1.1 At least 15% of the visits to the dispensary made by students will be for reproductive health and family planning services.</p> <p>1.2 At least 5% of the residents in the residence halls will use the contraceptive methods provided by the Health Service clinic.</p>	<p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No Tabulated frequency count of visits to the Health Service showed that:</p> <p>A. A total of 2, 599 visits were made by students. Of this number 334 (or 13%) visits were specifically for family planning.</p> <p>B. The established criterion for success was “at least 15% of the visits to the dispensary made by students will be for reproductive health and family planning services”; therefore, this criterion has not been met.</p> <p>Also of the 334 visits for family planning, 124 were made by the residents from the Residence hall of and only 14 (or 4%) in headcount were using the contraceptive methods.</p> <p>The established criterion for success was “at least 5% of the residents in the residence halls will use the contraceptive method provided by the Health Service clinic”; therefore, this criterion has not been met.</p>	<p><b>Improvement:</b> Based on the results, the Health Service needs to improve the services for family planning and plan to implement the following:</p> <ol style="list-style-type: none"> <li>1. Ensure continuous access to family planning and reproductive health services including screening and testing for pregnancy as well as administration of contraceptive methods.</li> <li>2. Increase awareness of family services by conducting presentations on the topic and distributing condoms etc., especially in the Residence halls (10/02/2017)</li> </ol>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Exam/Quiz - Pre-Post</b> - 2. Provide at least two presentations on reproductive health/family planning and other subject areas to individuals or groups.</p> <p><b>Target:</b> 2.1 Statistically significant difference between the scores in the pre-tests and post-tests administered to a cohort of participants.</p>	<p>(10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No            Due to lack of time, activity could not be implemented.            (10/02/2017)</p>	<p><b>Improvement:</b> See improvement plan under Strategy I.            (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLSR: Outcome 1 -</b>            Students will exhibit the values of sportsmanship, teamwork and camaraderie and demonstrate the basic knowledge in coaching, officiating and organizing a mini-tournament.</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017  <b>Start Date:</b> 10/01/2016  <b>Inactive Date:</b> 10/01/2017</p>	<p><b>Descriptive Statistics</b> - 1.1 Conduct several training on organizing a basketball tournament for one hour twice a week in Spring 2017.  <b>Target:</b> 80% of the participants in the sports clinics and programs will build competent and demonstrate their skills by assisting with the college's spots and other tournaments.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No            This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services.            (10/02/2017)</p>
	<p><b>Descriptive Statistics</b> - 1.2 Conduct a training in December 2016 on documenting individual skills performance in a rubric format for participants to document progress and improvement.  <b>Target:</b> 80% of the participants in the sports clinics and programs will build competent and demonstrate their skills by assisting with the college's spots and other tournaments.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No            This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services.            (10/02/2017)</p>
	<p><b>Descriptive Statistics</b> - 1.3 Provide opportunities to all interested students to access sports training or workshops available on and off campus.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No            This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more</p>

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	<p><b>Target:</b> 80% of the participants in the sports clinics and programs will build competent and demonstrate their skills by assisting with the college's spots and other tournaments.</p> <p><b>Descriptive Statistics - 1.4</b> Conduct refereeing and table officiating clinics at the beginning of each spring semester 2017</p> <p><b>Target:</b> 80% of the participants in the sports clinics and programs will build competent and demonstrate their skills by assisting with the college's spots and other tournaments.</p>	<p>and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p>	<p>man power and time needed to provide these additional services. (10/02/2017)</p> <p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p>
	<p><b>Descriptive Statistics - 1.5</b> Develop a spreadsheet of all the students that are going through our referee and officiating clinics to recommend them to assist with the Micro Games 2018 in Yap.</p> <p><b>Target:</b> 80% of the participants in the sports clinics and programs will build competent and demonstrate their skills by assisting with the college's spots and other tournaments.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>This was not met, as the referee and officiating clinics were not held. (10/02/2017)</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLSR: Outcome 2 -</b> 2016-2017 Sports and Recreation Outcome 2 Organize and conduct sports competitions and other recreation activities to enhance participation from the college community and the local communities around the island.</p> <p><b>AUO Status:</b> Active</p>	<p><b>Descriptive Statistics - 2.1.</b> Extend invitations to all student clubs, organizations and national offices to participate in the college intramural ball games by Fall 2016.</p> <p><b>Target:</b> 90% of the said sports competitions will be completed by this cycle</p> <p><b>Descriptive Statistics - 2.2.</b> Outreach to all local municipalities on island to</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>Several promotional attempts were made to inform and encourage student participation in the intramural games. These advertisements included: posters, announcements made on social media, as well as, word of mouth. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017</p>	<p><b>Improvement:</b> Two vacancies are</p>

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<p><b>AUO Assessment Cycle:</b> 2015 - 2016, 2016 - 2017  <b>Start Date:</b> 10/01/2016  <b>Inactive Date:</b> 10/01/2017</p>	<p>take part in the college sponsored sports and activities in academic year 2016 and 2017.  <b>Target:</b> 90% of the said sports competitions will be completed by this cycle</p> <p><b>Descriptive Statistics</b> - 2.3. Organize off campus tour to eight local communities to do friendship games in the academic year 2016 and 2017.  <b>Target:</b> 90% of the said sports competitions will be completed by this cycle</p>	<p><b>Target Met:</b> No  This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p>	<p>currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p> <p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p>
	<p><b>Descriptive Statistics</b> - 2.4. Coordinate an invitational basketball tournament to all the sister state campuses and other colleges with in the north pacific to region to participate in a 3x3 basketball tournament by Summer 2017.  <b>Target:</b> 90% of the said sports competitions will be completed by this cycle</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLSR: Outcome 3 -</b> Ensure services are provided on a daily basis and recreational facilities are adequate and environmentally safe for the college community and all other steak holders utilizing the services at the FSM-China Friendship Sports Center, National Campus.  <b>AUO Status:</b> Active</p>	<p><b>Descriptive Statistics</b> - 3.1. Conduct a satisfaction survey at the end of spring 2016 on the services pertaining physical resources and adequate of the facility.  <b>Target:</b> 95% of the activities said above will be completed by the end of this reporting cycle</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p>
<p><b>AUO Assessment Cycle:</b> 2016 - 2017  <b>Start Date:</b> 10/01/2016  <b>Inactive Date:</b> 10/01/2017</p>	<p><b>Descriptive Statistics</b> - 3.2. Provide daily monitoring and mentoring to all students accessing the sports and recreation programs and services.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Employees were on hand 6 days a week to monitor the sports center and assist the students as they participated in</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Target:</b> 95% of the activities said above will be completed by the end of this reporting cycle</p> <p><b>Descriptive Statistics - 3.3.</b> Encourage office staff monthly meetings to identify strengths and weaknesses in the delivery of the office operation.</p> <p><b>Target:</b> 95% of the activities said above will be completed by the end of this reporting cycle</p> <hr/> <p><b>Descriptive Statistics - 3.4.</b> Provide custodial services daily to foster a safe and healthy environment to all facility users.</p> <p><b>Target:</b> 95% of the activities said above will be completed by the end of this reporting cycle</p>	<p>various sporting events. This support was provided during the days, as well as, into the evenings. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No This goal was not reached as the Sports and Recreation department was down personnel throughout the reporting period. This included the instrumental role of the Sports and Recreation Coordinator. Efforts were instead focused on maintaining all services that were previously provided, when fully staffed. (10/02/2017)</p> <hr/> <p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> Yes Custodial cleaning services and utility workers are on hand and available, specifically designated to the sports center, during all working hours. (10/02/2017)</p>	<p><b>Improvement:</b> Two vacancies are currently in the hiring process, this includes the Sport and Recreation Coordinator. Having these positions filled will allow us more man power and time needed to provide these additional services. (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SL: Outcome 1 -</b> Student Life will design and implement an action plan in conjunction with the Student Body Association and student club and organizations that promotes student leadership, student engagement, and student success, and which fosters a positive and open working relationship between the student body and administration.</p> <p><b>AUO Status:</b> Active <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Project-Group -</b> Student Life will hold an Officer's Retreat to develop an action plan for the year that addresses the needs and concerns of the diverse student population.</p> <p><b>Target:</b> Student Life, in conjunction with student officers, will compile a plan and calendar of events for the 2016-2017 academic year by the end of October 2016.</p> <hr/> <p><b>Project-Group -</b> Student Life will facilitate workshops and meetings based around student leadership, engagement and success for club and SBA officers.</p> <p><b>Target:</b> Student Life will hold 3 meetings, events or workshops a semester devoted to developing student leadership skills and</p>	<p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> Yes Student Life held a retreat in October of 2016 for the SBA/SBO officers. One of the outcomes of this retreat was the creation of a student calendar of activities for the 2016-2017 school year that reflected the needs and interests of the student body. (09/25/2017)</p> <p><b>Related Documents:</b> <a href="#">2016-2017 Calendar.pdf</a></p> <hr/> <p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No Multiple meetings and workshops were held throughout the school year, which promoted student engagement and developed students' leadership skills. For the Fall 2016 semester a total of 7 events were held, for the Spring 2017 semester a total of 3 events were held; however, only one leadership activity was held during the Summer 2017 semester. The events held are as follows:</p>	<p><b>Improvement:</b> Calendars for each month of the year should be printed and posted prior to the beginning of each month. This was only done for Spring &amp; Summer 2017, it should be done year-round. (09/25/2017)</p> <hr/> <p><b>Improvement:</b> More efforts need to be put forth in engaging student clubs during the Summer semester; this includes holding meetings, providing leadership building opportunities, and encouraging club engagement and participation. (09/25/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>encouraging student engagement.</p> <p><b>Survey</b> - Student Life will use assessments and evaluations for continuous improvement of staff, facilities, programs and services.  <b>Target:</b> Student Life will receive an 80% satisfactory rating from students, in terms of services, activities, and events offered.</p>	<p>Fall 2016:</p> <ul style="list-style-type: none"> <li>- SBO Meeting (10/5/16)</li> <li>- Induction Ceremony (10/7/16)</li> <li>- SBO Meeting (10/12/16)</li> <li>- Club Fair (10/19/16)</li> <li>- SBO Meeting (10/21/17)</li> <li>- Leadership Retreat (10/28 - 10/29/17)</li> <li>- SBO Meeting (11/25/16)</li> </ul> <p>Spring 2017:</p> <ul style="list-style-type: none"> <li>- SBO Meeting (1/11/17)</li> <li>- SBO Meeting (3/6/17)</li> <li>- Leadership Retreat (4/12/17)</li> </ul> <p>Summer 2017:</p> <ul style="list-style-type: none"> <li>- Peer Coach Training (7/20-7/21/17) (09/25/2017)</li> </ul> <p><b>Related Documents:</b>  <a href="#">SBO Event Surveys.docx</a></p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  On average, Student Life received a 93% satisfactory rating from students on the activities and events held. (09/25/2017)  <b>Related Documents:</b>  <a href="#">2016-2017 Event Overview.pdf</a></p>	
<p><b>FY2017_EMSS_N_SL: Outcome 2</b> - Student Life will provide comprehensive academic, social, health-related, recreational and residential services, activities and events that promote student engagement and supplement student learning and success.  <b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Project-Group</b> - Student Life will hold various events or activities each semester, which will focus on diverse topics aimed at fostering and promoting student engagement, involvement and success.  <b>Target:</b> Student Life will hold at least 4 events a semester focused on improving and promoting student engagement.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  A total of 18 events of various variety were held throughout the 2016-2017 year, in attempts to foster and promote student engagement, involvement and success. A total of 7 events were held in the Fall 2016 Semester, 5 events were held in the Spring 2017 Semester, and 6 events were held during Summer 2017. (09/25/2017)  <b>Related Documents:</b>  <a href="#">2016-2017 Calendar.pdf</a>  <a href="#">2016-2017 Event Overview.pdf</a></p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Project-Group</b> - Student Life will support registered clubs in their efforts to provide topic-specific services and activities to the student body.  <b>Target:</b> Student Life will engage at least 70% of students in club-sponsored activities, events and meetings.</p> <p><b>Descriptive Statistics</b> - Student Life will provide up-to-date information about programs and services offered to students, by promoting awareness and creating dialogue about the events and activities offered by Student Life and student-led clubs and organizations.  <b>Target:</b> Student Life will reach 80% of students in terms of outreach and awareness regarding services, events and activities offered.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  An estimated total of 970 students were enrolled in 24 different clubs throughout the 2016-2017 year. However, this number is misleading, as some students were active in multiple clubs. That being said, it can be deduced that overall, a majority of the student body was actively engaged in student clubs and organization. (09/25/2017)  <b>Related Documents:</b>  <a href="#">Student Clubs 2016-2017.pdf</a></p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  In order to promote events and activities, Student Life utilized a number of resources to advertise and provide real-time, up-to-date information for the students, faculty and staff at COM-FSM. Resources used to promote events included: posters, social media, COM-FSM website and word of mouth. (09/25/2017)</p>	<p><b>Improvement:</b> Improved tracking methods for club membership and participation will help to ensure accurate numbers moving forward. Special attention should be given to membership overlaps among clubs. (09/25/2017)</p>
<p><b>FY2017_EMSS_N_SL: Outcome 3</b> - Student Life will identify strategic partnerships with internal and external entities to provide further support to students in terms of academic, social, health-related, recreational and residential services.  <b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Project-Group</b> - Student Life will collaborate and support internal efforts to provide extra- and co-curricular activities, events and services.  <b>Target:</b> During the 2016-2017 year, student Life will support the outreach efforts of at least 5 other individuals or departments on campus, in their attempts to engage students and provide services.</p>	<p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> Yes  Student Life directly supported 5 different COM-FSM offices, in their attempts to work with and engage the student body. This support consisted of everything from promoting and encouraging student participation, to playing a role in the planning and implementation of events and activities. (09/28/2017)  <b>Related Documents:</b>  <a href="#">COM-FSM Collaborations.pdf</a></p>	
	<p><b>Project-Group</b> - Student Life will foster and enhance external relationships within the community by reaching out and promoting collaboration between community</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Student Life partnered with 5 different community organizations throughout the year, assisting in their attempts to further various community-based initiatives.</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>members and the college.  <b>Target:</b> During the 2016-2017 year, Student Life will collaborate and coordinate with at least 3 separate individuals or business/organizations within the community on providing services, activities or events to students.</p>	<p>These opportunities allowed Student Life to further develop relationships between the community and the College.  (09/28/2017)  <b>Related Documents:</b>  <a href="#">Community Collaborations.pdf</a></p>	
<p><b>FY2017_EMSS_N_SL: Outcome 4 -</b>  Student Life will work with the Student Body Association and student club organizations to identify and address areas of student need, in terms of access to and quality of transportation, food, fitness, health, learning resources, social supports, and any and all student-centered services deemed necessary and important.  <b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Project-Group</b> - Student Life will hold an Officer's Retreat to identify and prioritize areas of student concerns and suggested improvements.  <b>Target:</b> By the end of October 2016, Student Life, in conjunction with student officers, will compile a list of priorities and initiatives that will be addressed during the 2016-2017 school year.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  A leadership retreat was held from October 28 - 29, 2016 for SBA &amp; club officers. A total of 30 students attended this retreat, which provided participants the opportunity to work together to identify specific needs, concerns and initiatives that they wanted to address throughout the year. As a result of this, 5 student committees were formed, with each committee compiling a complete list of their goals and objectives. Students in these committees were then responsible for addressing the concerns they had identified.  (09/29/2017)  <b>Related Documents:</b>  <a href="#">Retreat Committees.docx</a>  <a href="#">Retreat Agenda.docx</a></p>	
	<p><b>Survey</b> - Student Life will use assessments and evaluations to gauge students' level of satisfaction and to provide continuous improvement of staff, facilities, programs and services.  <b>Target:</b> Student Life will receive an 80% satisfactory rating from students, in terms of services, activities, and events offered.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Over the course of the year, Student Life received an average 93% satisfactory rating from the student body.  (09/29/2017)  <b>Related Documents:</b>  <a href="#">2016-2017 Event Overview.pdf</a></p>	
<p><b>FY_2017_EMSS_N_SLRH: Outcome 1</b>  - Residential Life will provide comprehensive and unified academic, social, health; recreational and</p>	<p><b>Survey</b> - Residential Life will use assessment, evaluation, and implementation for continuous improvement of staff, programs,</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Surveyed random residents to find out the level of satisfaction in regards to services, programs, and student</p>	<p><b>Improvement:</b> RH will attempt to provide more activities for residents and improve more quality services to residents to</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p>residential support services to meet the changing needs of the student population.  <b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p>facilities, and services.  <b>Target:</b> At least 85% of respondents will specify an elevated level of satisfaction in regards to services, programs and student co- and extra-curricular activities including facilities, safety and security.  <b>Survey</b> - Provide professional and paraprofessional training for staff prior to and during each semester to meet the set expectations  <b>Target:</b> At least 85% of the residents will report that their staff are meeting expectations</p> <hr/> <p><b>Descriptive Statistics</b> - Develop knowledge of, and engage in positive behaviors regarding, alcohol &amp; drug issues, sexual health, nutrition, sleep habits, exercise, mental health, coping mechanisms, advocacy, campus safety, personal safety, spirituality, and relationship dynamics.  <b>Target:</b> At least 90% of the residents will be satisfied being in a safe and healthy living environment, as such, will learn to show responsible behaviours. Adherence and compliance of rules and regulations will decrease the number of violators. ?</p>	<p>co- and extra-curricular activities including facilities, safety, and security. According to the survey, 87% respondents were satisfied with their overall experience in regards to services, programs, extra and co-curricular activities including facilities safety and securities. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Response from the residents signified levels of satisfaction related to RH staff concerning availability; ability and concerns are consistent. (10/02/2017)</p> <hr/> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  The overall response from the residents in terms of safe, healthy and compliance with the Rh rules and regulations are rated satisfactory. Although compliance of rules such as alcohol violations have increased. (10/02/2017)</p>	<p>meet the changing needs of the student population. (10/02/2017)</p> <p><b>Improvement:</b> Rh will provide more training opportunities for the staff to develop and acquire new skills, build self-esteem, decrease the need for supervision. Enhance department unit image. (10/02/2017)</p> <hr/> <p><b>Improvement:</b> The residence hall will continue to implement a monthly general assembly and Freshmen orientation to ensure that all policies and procedures in the residence hall are well-understood including college policies and state laws. working closely with other EMSS and college staff on a daily basis for student support and needs. (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLRH: Outcome 2</b> - Residence hall will continue to provide clean, safe, accessible and modern and include amenities and furnishing that contribute student's success.  <b>AUO Status:</b> Active</p>	<p><b>Survey</b> - Resume to coordinate with Director of facilities maintenance and security in regards to overall physical condition of the residence hall., safety issues including furnishing and maintaining adequate stock of residence hall furniture's</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  The maintenance staff was rated satisfactory for request, repairs, and cleanliness in the residence hall including the overall physical condition of the residence hall. (10/02/2017)</p>	<p><b>Improvement:</b> Continue to work closely with Director of Facilities and maintenance with all his staff and crew to ensure clean, safe, accessible residence hall that contributes student's success. (10/02/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p><b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p>assess and advocate for continued major residence hall improvement projects.</p> <p><b>Target:</b> At least 85% of residents will report satisfaction with the overall physical condition of the residence hall including furnishing and residents safety and security.</p> <p><b>Project-Group</b> - Continue the monthly general cleanup and inspections are closely supervised to ensure complete and thorough cleaning results.</p> <p><b>Target:</b> At least 80% of residents will participate in monthly general clean up.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>As a result of the increased floor meetings conducted by residence hall officers and student RA's, 90% of the resident's participates in the residence hall monthly general clean ups. (10/02/2017)</p>	<p><b>Improvement:</b> Continue to provide incentives to all residents who actively participate in monthly general clean up in the residence hall. (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLRH: Outcome 3</b> - Residence Hall will play an essential role in effort towards development of active student leaders in order to serve the interest and needs of our diverse students residents.</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Survey</b> - The residence hall will integrate cultural awareness and respect for diversity more intentionally in residential programming by further training resident assistant in how to be an effective leader.</p> <p><b>Target:</b> At least 80% of residents will report satisfaction with the overall student staff plus availability and approachability</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>As a result of the implemented volunteer program in which student leaders can learn to be fully certified as a student RA and or RH officers. The Levels of certification are dependent upon involvement in leadership training, event planning participation, and volunteer efforts. (10/02/2017)</p>	<p><b>Improvement:</b> The residence hall will continue to provide comprehensive training for student leaders to become more effective and efficient leaders. (10/02/2017)</p>
	<p><b>Descriptive Statistics</b> - Provide structure and to hold students accountable for their actions in regard to the residence hall policies and procedures and the College student code of conduct. Through the discipline process of students who have violated College and/or Housing policy an opportunity to learn from their previous decisions, so they are able to make better</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>As a result of engaging in the student conduct process, students will be able to Articulate the reasoning behind their behavioral choices and decisions effectively using verbal and written communication (10/02/2017)</p>	<p><b>Improvement:</b> The residence hall will continue to put into effect a general assembly, new residents orientation, urgent floor meetings to ensure that all policies and procedures in the residence hall are well-understood including college policies and state laws. (10/02/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>decisions for the future.  <b>Target:</b> At least 90% of residents will comply with the current rules and procedures in the residence hall.  <b>Survey</b> - RA's will create and deliver innovative strategies maximizing student success, and encourage students to effectively take advantage of resources and opportunities available on campus.  <b>Target:</b> At least 85% of residents will echo that RAs have many opportunities to facilitate meaningful academic-related conversations, provide educational resources, tutor, and refer residents to academic support.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  The Residence Hall continues to train Student resident staff to echo all needed information to all resident and work with the residents closely for support. (10/02/2017)</p> <hr/> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  as the result of the volunteer program implemented in the residence hall student leaders gain knowledge and understanding of service and of opportunities to engage in service. (10/02/2017)</p>	<p><b>Improvement:</b> Rh will provide comprehensive trainings for incoming and interested individuals for Student resident positions in the residence hall. (10/02/2017)</p> <hr/> <p><b>Improvement:</b> The residence hall will continue to provide volunteer programs training to attract more residents to be future student leaders or student staff to facilitate, provide and support residents and other students achieve academic success. (10/02/2017)</p>
<p><b>FY2017_EMSS_N_SLRH: Outcome 4</b> - RH will play an essential role in helping students to grow/develop their social and communication skills as evidenced by their ability to live and work collaboratively with others, engage in respectful relationships and assume shared responsibility for the common good.  <b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Survey</b> - surveys about living with others, and activities such monthly cleans ups, floor meeting cook out etc.  <b>Target:</b> at least 87% of residents actively participates in monthly scheduled movement outlined for residents including social, spiritual, fun, community and health activities</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  as a result of effective promotion done by the office of DSL 95% of the residents are engaged in social, spiritual, fun and community health activities. (10/02/2017)</p>	<p><b>Improvement:</b> Continue to work closely with DSL in regards to extracurricular activities including RHO and student RA for the residents planned activities. The residence hall will make an effort to add or increase more activities in the residence hall in the coming semesters. (10/02/2017)</p>
<p><b>FY2017_EMSS_CTEC_SLHS: Outcome 1</b> - To support students in their pursuit of academic success by providing services that are timely, personalized, accessible and cost effective to fulfill what they need and would recommend to their peers.</p>	<p><b>Survey</b> - Provide patient satisfaction survey every clinic visits and ensures to complete written evaluation in regarding services provided  <b>Target:</b> Student will indicate an overall satisfaction rating of 85% or higher.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  Unfortunately, CTEC HS are unable to gather enough responses in surveys provided to clients. CTEC HS do not get an adequately completed questionnaire or no information at all from the target population. (10/02/2017)</p>	<p><b>Improvement:</b> Ensure that surveys are provided in the future to determine the level of satisfaction from the clients after rendering services. (10/02/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p><b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Descriptive Statistics</b> - Continue to provide updated Health Brochures for all individual who visits the clinic office.  <b>Target:</b> At least 80% will be able to identify the most appropriate resource that is pertinent to their health concern.</p> <p><b>Survey</b> - Continue to ensure that all visits are given necessary information, right treatment and schedule for follow-up care  <b>Target:</b> At least 80% of Student respondents will recognize the need for follow-up care.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  As a result of a continuous collaboration with primary health care, CTEC clinic has been provided with all the support in terms of educational supplies like brochures and pamphlets of various topics in regards to diseases, health information, including emerging diseases and health alerts. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  as a result of providing the right services needed for every visit at CTEC student clinic, care plans are developed in order to assess patients needs including a plan that should specifically outline which observations to make, what nursing actions to carry out, and what instructions the family members or patients required for self-care. (10/02/2017)</p>	<p><b>Improvement:</b> Continue to collaborate with Primary health care and re-establish working with the department of health services and other private health sectors to seek support in regards to healthcare. (10/02/2017)</p> <p><b>Improvement:</b> Continue and improve the individualized health care plan to all patients in order to offer the right care and information. Maintain follow-up care to repeat instructions they have been taught about their care for quick recovery and reduce visit of recurring illness. (10/02/2017)</p>
<p><b>FY2017_EMSS_CTEC_SLHS: Outcome 2</b> - Health services will continue to provide tertiary prevention as directed services to student who seeks treatment for physical and medical illness and other problems.  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Descriptive Statistics</b> - Continue to provide nursing assessment and treatment for minor, chronic/acute illness and injuries.  <b>Target:</b> At least 80% of students will be able to identify at least one way their illness or health issues might affect them to achieve academic success.</p> <p><b>Descriptive Statistics</b> - Continue to collaborate with other medical facilities for referring more extensive and or specialized medical treatments.  <b>Target:</b> At least 90% of students will be to remember where to seek specific medical attention for more extensive and specialize medical treatment.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Counseling and health education enhances the ability of patients to remember, and, if necessary, convey to family members, the content of interactions with their caregiver.Supports greater patient engagement in making good choices about healthy behaviors and the self-management of chronic conditions, which is essential to improving clinical- and patient-oriented quality outcomes. (10/02/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  As a result of effective working relationships with other health agencies, the patient takes advantage of all services offered, utilize the caregiver-patient relationship to address treatment goals until needs are met, and moves toward full independence until the patient no longer needs help. (10/02/2017)</p>	<p><b>Improvement:</b> Continue to collaborate with other health agencies to provide the quality services and right information through transparency, by giving patients and family members an opportunity to see information in their records so they can help the caregiver identify and correct errors. (10/02/2017)</p> <p><b>Improvement:</b> Strengthen the working relationship with other health agencies to support clients needs in terms of health in order to achieve academic success. (10/02/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Survey</b> - Continue to provide students over the counter medications and supply.  <b>Target:</b> At least 90% of students will be able to remember the 5 rights to be safe with every dose of medicine.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  As a result of the monthly medication and supplies inventory, CTEC clinic is able to provide the medication and supplies needed to all clients/ visits regarding their choice and needs. (10/02/2017)</p>	<p><b>Improvement:</b> Continue to work with college business office and medical pharmacies in a timely manner to ensure that supply at CTEC clinic is always in stock, updated and enough for clients use and need. (10/02/2017)</p>
<p><b>FY2017_EMSS_CTEC_SLHS: Outcome 3</b> - Student health clinic will improve and expand web page in order to increase student access to health information, services and educational program/ activities.  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Survey</b> - Coordinate with information technology staff and collaborate with other campus nurses to share uniform information regarding services, programs and information of various health and services their campus clinic provides.  <b>Target:</b> At least 85%Students will be able to utilize web technology to accurately and successfully access information in regards to services, programs and other health information.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  This objective was not met due to web technology issues at state campuses including the lack of knowledge to design health page. (10/02/2017)</p>	<p><b>Improvement:</b> Coordinate with NC IT staff regarding developing a centralized web page for health on campus, information regarding clinic and staff. Online health sign-ups and other health care issues and information to support student including staff and faculty health. (10/02/2017)</p>
	<p><b>Survey</b> - By using the enhanced and expanded student health services webpage, students will develop attention to detail and will enhance their computer skills by following specific information in regards to self care and or minor procedure for caring ones self and other health related issues including services available and offered.  <b>Target:</b> At least 80% of students will be able to demonstrate how to navigate the enhanced and expanded student health services web-page.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  As part of the goal to expand the health services web page, this objective was not met due to web technology issues at the state campus. (10/02/2017)</p>	<p><b>Improvement:</b> develop a web page for CTEC health services and coordinate with NC IT staff to support the health needs of students including staff and faculty in regards to disease information, clinic operation, Health alerts, Activities and needed information to support daily need of every client. (10/02/2017)</p>