

Assessment: Administrative Unit Four Column



Three-Year Assessment Report, 2017 to 2020

C - EMSS - 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>2017-2018 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: Inactive AUO Assessment Cycle: 2017 - 2018</p>	<p>Descriptive Statistics - Facilitate trainings for all tutors to ensure quality and effective tutorial services. One formal training for tutors for fall semester and one informal for spring semester (September for fall semester, and February during spring).</p> <p>Target: 85% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes</p> <p>The training covered tutor basic regiments that included tutor skills and expectations, work ethics, and leadership. By the end of the training, the tutors understood what was expected of them as tutors and college employees. They were able to demonstrate leadership skills and commitment with effective communication, self management, and team building skills. The tutors were also able to identify different characteristics of work ethics.</p> <p>A pre/post test was given. The results are as shown:Results of pre and posttest Pretest- all seven participants scored 100% Posttest - five participants scored 100% - one participant answered one question incorrectly (83%) - one participant answered two questions incorrectly (67%)</p> <p>Evaluation (questions #1-8)</p> <ul style="list-style-type: none"> Four participants answered “strongly agree” to all 	<p>Improvement: Enhance collaboration and communication with faculty. (09/20/2018)</p>

questions

- Two participants answered “agree” to question #4
- One participant answered “strongly disagree” to question #1 and “agree” to question #2

(#9)

- Six participants rated the training overall as “excellent”
- One participant rated the training overall as “good”

(#10) Comments received

- More people should be invited (instructors, esp. & student life)
- It was good
- Punctuality that’s all, overall it is a good training
- Good enough
- All aspects were on point and adequate
- No comment
- n/a

(#11)

- FERPA: I did not know about this
- 1. Professionalism in the workplace
- 2. Pro activeness in the workplace
- 3. Come up w/helpful tutoring/teaching material
 - 1. Pell grant maxing out
- 2. Financial suspension
- 3. Expectations of a tutor
 - Cooperation/communication between instructors, counselors and tutors
 - Tutoring on weekends is viable
- Communication with instructors in need
- Students need to be encouraged to do their part
 - 4 frames of leadership
- Perspectives
- Work smart
 - Work ethic
- Frame chart

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
		<p>Symbolic</p> <p>(#12)</p> <ul style="list-style-type: none"> • Good training and good food • Training far exceeded my expectations • The training went really well. I've learned a lot about the education system and how we can implement and make it better. <p>(09/20/2018)</p>	
	<p>Descriptive Statistics - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes Tutoring procedures manual completed and electronically distributed to tutors for their reference and use. (09/20/2018)</p> <p>Reporting Period: 2017 - 2018 Target Met: Yes Increase in communication and collaboration between counselors and faculty through the hiring of instructors as tutors, and frequent communication between counselors and Instructional Coordinator. (09/20/2018)</p>	<p>Improvement: Provide feedback to faculty and Instructional Coordinator on students' progress with tutoring services. (09/20/2018)</p>
	<p>Target: Coordinate and collaborate once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. (09/20/2018)</p>	<p>Improvement: Ensure tutors are contracted before semester begins to have tutors introduced to faculty and students at beginning of each semester. (09/20/2018)</p>
	<p>Survey - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling</p>	<p>Reporting Period: 2017 - 2018 Target Met: No 143 students availed themselves to tutorial services. Of the 143 students,</p>	<p>Improvement: Enhance collaboration and communication with faculty to increase the number of students utilizing the</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>sessions for at-risk students.</p> <p>Target: 85% positive ratings in satisfaction survey administered to students.</p> <p>Descriptive Statistics - 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.</p> <p>Target: 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.</p>	<p>27=A 19%</p> <p>37=B 26%</p> <p>35=C 24%</p> <p>19=D 13%</p> <p>15=F 10%</p> <p>10=W .07% (09/20/2018)</p> <p>Reporting Period: 2017 - 2018</p> <p>Target Met: Yes</p> <p>Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. (09/20/2018)</p>	<p>tutorial services. (09/20/2018)</p>
	<p>Descriptive Statistics - Obtain and renew at least one membership of a national tutoring association to further update tutors and</p>	<p>Reporting Period: 2017 - 2018</p> <p>Target Met: Yes</p> <p>One counselor is currently a member of the American School Counselors Association. Professional development is</p>	<p>Improvement: Have all counselors to become members of a national tutoring association or counseling association to further improve</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.or workshop trainings.</p> <p>Target: Continuous improvement of tutorial services.</p>	<p>provided through annual conferences. (09/20/2018)</p>	<p>counseling and tutoring services to all students. (09/20/2018)</p>
<p>2017-2018 Counseling Services Outcome 2 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2017 - 2018</p>	<p>Survey - Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors.</p> <p>Target: 90% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes Students will engage in workshops, lectures, and programs to enhance their personal and academic growth and development. Fall 2017, Counseling Office enhanced its career workshops by hosting a Job Fair October 20, 2017. Counseling Office conducted a resume-writing workshop on October 16, 2017 to help students prepare their resumes for the Job Fair. (09/20/2018)</p>	<p>Improvement: Prepare and conduct career workshops to cater to different majors offered at the college. (09/20/2018)</p>
	<p>Descriptive Statistics - 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., October 2017 and April 2018.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes Counseling services is committed to student success by providing career workshops and career fairs. Spring 2018, counseling services, working closely with instructional affairs and work-study coordinator and conducted a resume/curriculum vitae workshop on March 19, 2018. The intention of the workshop was to help students who were applying for AUSAID scholarship, transferring to institution that require them to submit a curriculum vitae, and those students who were planning to start their career after COM-FSM build their resume/cv. Fifty-three students participated in the workshop for various reasons. Two students attended resume-writing</p>	<p>Improvement: Enhance collaboration with other college personnel to enhance students' personal and academic growth and development. (09/20/2018)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Target: Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.</p>	<p>workshop to earn extra credit for a class. Two students attended the workshop to write their curriculum vitae for AusAid Scholarship, and the rest of the students were there to start or improve their resumes. Two students contacted the counselor after the workshop to improve their cv for AusAid. Emails were sent out to remind them of the datelines for submission. (09/20/2018)</p> <hr/> <p>Reporting Period: 2017 - 2018 Target Met: Yes College of Micronesia-FSM is committed to student success by providing career workshops and career fairs. Fall 2017, Chairperson for Education Division met up with counseling staff and made a request for a resume-writing workshop to be conducted to Teacher Corps Program.</p> <p>As a result, one student got perfect scores on both the pretest and the posttest, two students got an increase of 71% in the posttest, two students got an increase of 57%, four students got an increase of 43%, two students got an increase of 29%, two students got an increase of 14%, and one student got a decrease of -14% (09/20/2018)</p>	<p>Improvement: Enhance collaboration with faculty to increase student participation to enhance student success. (09/20/2018)</p>
	<p>Survey - Facilitate at least one job fair activity to assist students to employment opportunities available.</p> <p>Target: 90% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes College of Micronesia-FSM counselors' office is committed to student success by providing career workshops and career fairs. Fall 2017, the counseling office enhanced its career workshops by hosting a job fair. October 16, 2017, Counseling Office conducted a resume-writing workshop to help students write their resumes in preparation for the Job Fair that was scheduled on October 20, 2017. The pretest and posttest questions were in multiple-choice format. There were five questions in the survey: Q1) Resume is best-defined as ____? Q2) What is an ideal length of a resume? Q3) Which sections in the resume you write your name, address, phone number, and email address? Q4) Chronological resume focuses on the work and education history. The dates should be listed in ____? Q5) Give at least a tip on writing a good resume.</p>	<p>Improvement: The recommendation for future resume-writing workshop is to spend more time on topic or questions related to question number two (what is an ideal length of a resume?).</p> <p>Improve reporting results to show how and if objectives are met. (09/20/2018)</p>

*Administrative Unit
Outcomes*

Assessment Strategies

Results

Improvements

Survey - 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 2017 and April 2018.

Target: 90% positive rating in a survey administered to participants.

As a result, two students got an increase in the differences of the pretest and the posttest by 60%. Three students got an increase of 40%. Eleven students got an increase of 20%. Five students got perfect scores both in the pretest and the posttest. One student got 80% in both the pretest and the posttest. One student got a decrease in the posttest by -40% and one student got a decrease by -20%.
(09/20/2018)

Reporting Period: 2017 - 2018

Target Met: Yes

Test-Taking Tips Workshop was scheduled on the 18th of April 2018 from 1:00 PM to 2:00 PM. Eight students participated in the workshop. The workshop was set up in circulation formation to facilitate more leverage during discussion. In large groups, the students discussed what is test anxiety. Then they were divided up into three small groups. Given three questions, group number one was assigned to provide at least three tips on how to cope with test anxiety before the test. Group number two was assigned to provide at least three tips on how to cope with test anxiety during the test. And group number three was assigned to provide at least three tips on how to cope with test anxiety after the test.

As a result of the group work, the students were able to understand what test anxiety is and different ways of coping with anxiety to better prepare them for tests and final exams.
(09/20/2018)

Improvement: Enhance and improve preparation methods to inspire more students to participate in workshop.
(09/20/2018)

Improvement: Enhance and improve reporting of evaluation results. (09/20/2018)

2018-2019 Counseling Services

Outcome 1 - Students who utilize tutorial services shall pass the course tutored by the end of the academic term

AUO Status: Inactive

AUO Assessment Cycle: 2018 - 2019

Start Date: 10/01/2018

Descriptive Statistics - Facilitate training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (October for fall, February during Spring)

Reporting Period: 2018 - 2019

Target Met: Yes

The third annual tutors' training was held on October 13, 2018. The objective of the workshop was for the tutors to have a more clear understanding of their roles and responsibilities to better impact the college's mission.
(07/16/2019)

Improvement Plan: More communications between instructor to tutors, and tutors to tutees.

Target: 85% of students who utilized the tutoring services will pass courses tutored.

Descriptive Statistics - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.

Target: Coordinate and collaborate at least once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

Reporting Period: 2018 - 2019

Target Met: Yes

Increase in communication and collaboration between counselors and faculty through the hiring of instructors as tutors, and frequent communication between counselors and Instructional Coordinator. Three (3) instructors have recently been hired as part time tutors. (07/16/2019)

Improvement Plan: Enhance communication with Instructional Coordinator and instructors.

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

Target: 85% positive ratings in satisfaction survey administered to a cohort group of students.

Reporting Period: 2018 - 2019

Target Met: No

100 students utilized the tutoring services for this reporting period. Of the 100, the breakdown of final grades are as follows:

A=20

B=30

C=33

D=9

F= 6

I- 1

W-1

This shows that 83% of students who utilized the tutoring services were able to pass their courses tutored with a C or above. (09/18/2019)

Improvement Plan: Continue to enhance communication

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Descriptive Statistics - Continue to implement the 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.

Target: Distribute to tutors and faculty published informational procedures manual. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to 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.

and collaboration with faculty, students, and tutors to ensure student success.

Reporting Period: 2018 - 2019

Target Met: Yes

Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. A procedures manual was distributed to the tutors and sent to the IC to ensure that the understanding of the roles of the tutors and the procedures involved in the tutoring services process. (09/18/2019)

Improvement Plan: Continue to meet with faculty at the beginning of the school year to further improve outreach to students.

Exam/Quiz - Pre-Post - 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 2018 and April 2019.

Reporting Period: 2018 - 2019

Target Met: Yes

Counselors and tutors facilitated a test taking skills workshop on February 22, 2019 to assist participants in developing skills necessary for success in students' academic courses. The workshop covered test anxiety, time management, and study skills. A pre/post test was used to measure the success of the workshop. The result showed a 57% increase rate in mean from pre and post tests.

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Target: Pre-and post tests, a statistically significant difference.</p> <p>Descriptive Statistics - Obtain and renew 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.or workshop trainings.</p> <p>Target: Continuous improvement of tutorial services.</p>	<p>(07/16/2019)</p> <p>Improvement Plan: 1.Plan ahead of time to increase student participation. 2. Make recommendation for all seeking tutoring services to attend workshop.</p> <p>Reporting Period: 2018 - 2019</p> <p>Target Met: No Membership for the American School Counselor Association was not renewed. (09/18/2019)</p> <p>Improvement Plan: Will obtain membership of a national tutoring association to further update tutors and coordinators of best practices through professional development offered.</p>	
<p>2018-2019 Counseling Services Outcome 2 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2018 - 2019 Start Date: 10/01/2018</p>	<p>Survey - Facilitate at least one career workshop per semester designed to introduce to students the different career they can pursue based on their chosen majors.</p> <p>Target: Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2018 - 2019</p> <p>Target Met: No</p> <p>Counseling services is committed to help students find employment after graduating for COM-FSM by providing a career fair to introduce students to various career opportunities available to them. Counseling services hosted a three day career fair activity on November 21, 26, and 28. Resume writing workshops were conducted on the first two days, while the last day several employers/programs were invited to network with the students. The employers/programs were selected based on the academic programs that are provided at the college. A survey used to measure the positive rating of participants showed that 93% rated the career fair to be satisfactory. (07/16/2019)</p> <p>Improvement Plan: 1. Resume writing workshops and</p>	

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Assessment Strategies

Results

Improvements

Exam/Quiz - Pre-Post - 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., October 2018 and April 2019.

Target: Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.

career fair to be conducted earlier in the semester to avoid conflict of student schedules and/or exam preparations.
2. Attract more student participants with enhanced advertising and incentives.
3. Scheduling of activity to not conflict with other activities.

Reporting Period: 2018 - 2019

Target Met: Yes

Two resume workshops were conducted during the three day career fair for both CTEC and National Campus students in November 2018. The purpose of the workshops were to help students prepare their resumes for the career fair. A survey showed 93% participant satisfaction. Another resume workshop was conducted on March 22, 2019. A pre/post test was used to measure the success of the workshop. The mean of the pre and post test resulted in a 76% increase rate. (07/16/2019)

Improvement Plan: 1. Conduct resume workshops earlier in the semester.
2. Increase number of participants by collaborating with faculty, students, etc.
3. Enhance advertisement of workshops.

Survey - Facilitate at least one job fair activity to assist students to employment opportunities available.

Target: 90% positive rating in a survey administered to participants.

Reporting Period: 2018 - 2019

Target Met: Yes

Counseling services is committed to help students find employment after graduating for COM-FSM by providing a career fair to introduce students to various career opportunities available to them. Counseling services hosted a three day career fair activity on November 21, 26, and 28. Resume writing workshops were conducted on the first two days, while the last day several employers/programs were invited to network with the students. The employers/programs were selected based on the academic programs that are provided at the college. A survey used to measure the positive rating of participants showed that

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements									
		<p>93% rated the career fair to be satisfactory. (07/16/2019) Improvement Plan: 1. Increase student participation through active advertisement of activity. 2. Implement plan ahead of time.</p>										
<p>2019-2020 Counseling Services Outcome 1 - Students who utilize the tutorial services shall pass the course tutored by the end of the academic term. AUO Status: Inactive AUO Assessment Cycle: 2019 - 2020</p>	<p>Descriptive Statistics - Facilitate annual training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (i.e. October for fall, February for spring) Target: 85% of students who utilize the tutoring services will pass coursed tutored.</p>	<p>Reporting Period: 2019 - 2020 Target Met: Yes SY 2019-2020 tutor annual training took place on Oct. 12, 2019 and 4 tutors participated. Topics explored via presentation included 1) Roles and Expectations, 2) Leadership, and (3) Work Ethics. 100% of the participants felt that the presentation was very useful and important, and they encouraged more of its kind in the future. They only wished there was enough time to explore more into each of the topics discussed. (07/06/2020)</p>	<p>Improvement: Continue to encourage faculty and staff participation of annual tutor training to ensure quality and effective tutorial services. (07/07/2020)</p>									
	<p>Survey - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students. Target: Continue to enhance collaboration at least once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.</p>	<p>Reporting Period: 2019 - 2020 Target Met: Yes At the beginning of the school year, one counselor sat in on a faculty meeting to promote the services available at the Counseling Office, specifically the tutorial service and encouraged the instructors to refer their students to the counselors earlier so they can be assisted before the midterm exams. (07/06/2020) Improvement Plan: Utilize Schoology and Drop Out Detective to intervene early to ensure student success.</p>	<p>Improvement: Continue to collaborate and encourage faculty and staff participation in annual tutor trainings to provide adequate tutorial services to students. Utilize Schoology to participate in faculty discussions to better enhance counselor, tutor, and faculty collaboration. (07/07/2020)</p>									
	<p>Survey - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students. Target: 85% positive ratings in satisfaction survey to be administered to a cohort group of students.</p>	<p>Reporting Period: 2019 - 2020 Target Met: No Sixty-five (65) students utilized the tutorial services for fall 2019. Five (5) were for nonacademic purposes, and three (3) were not found in the system. Nine (9) of the of the fifty-seven (57) remaining were not on the mid term deficiency list but sought tutorial assistance which resulted with two (2) students being on the Dean's List and one (1) on the President's List. A few of the students sought tutorial assistance in more than one course/subject, which totaled the number to eighty-two (82). <table border="0" data-bbox="947 1404 1218 1494"> <tr> <td>A</td> <td>7</td> <td>9%</td> </tr> <tr> <td>B</td> <td>21</td> <td>26%</td> </tr> <tr> <td>C</td> <td>20</td> <td>24%</td> </tr> </table> </p>	A	7	9%	B	21	26%	C	20	24%	<p>Improvement: Continue to track progress of students through SIS and Drop Out Detective through Schoology. (07/07/2020)</p>
A	7	9%										
B	21	26%										
C	20	24%										

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Descriptive Statistics - Design, develop, and implement a mechanism (or outreach) engaging students to avail themselves of the counseling and tutorial services; collaborate with faculty and academic advisers to formalize a referral system to ensure just-in-time response and support are given to at-risk students.</p> <p>Target: Distribute to tutors and faculty published informational procedures manual annually. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to 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.</p>	<p>D 13 16%</p> <p>P 1 1%</p> <p>W 4 5%</p> <p>NP 2 2%</p> <p>F 14 17%</p> <p>(07/06/2020)</p> <hr/> <p>Reporting Period: 2019 - 2020 Target Met: No Forty (40) students utilized the tutoring services for Spring 2020. Due to the sudden shut down after mid term exam due to COVID19, we were unable to track their progress. (07/06/2020) Improvement Plan: Continue to track student progress through Drop Out Detective, Schoology, and SIS.</p> <p>Reporting Period: 2019 - 2020 Target Met: Yes Distribute to tutors and faculty published informational procedures manual. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to 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.</p> <p>By collaborating with staff and faculty, students are reached through e-mail to provide support for at-risk students. (07/07/2020)</p>	<p>Improvement: Continuously track the progress of students through the use of SIS and Dropout Detective through Schoology. (07/07/2020)</p> <p>Improvement: Formalize a referral system to ensure just-in-time response and support are given to at-risk-students through the use of Dropout Detective and Schoology. (07/07/2020)</p>
	<p>Exam/Quiz - Pre-Post - Facilitate at least one test-taking skill workshop</p>	<p>Reporting Period: 2019 - 2020 Target Met: Yes</p>	<p>Improvement: Refine workshop to reflect participant feedback for</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November 2019 and April 2020.</p> <p>Target: Pre-and post tests, a statistically significant difference.</p>	<p>The work shop was conducted on February 5, 2020 in three segments with a presentation and discussion on the following topics: (a) Studying Strategies, tips and advice (b) Test Taking Strategies & tips and (c) Test Anxiety. Pre and post test data were collected from the participants. The data provided a pretest success average of 67.84% and a post test success average of 96.22%. Over-all results before and after the workshop were compared and the outcome expressed a 28.38% margin of success. Individual student results, concerns, questions, and suggestions provide valuable feedback as they help refine the workshop for future audiences. All recommendations made in this workshop will be taken into account and carefully considered in preparation for the next Test Taking Tips and Strategies Workshop. (07/07/2020)</p> <hr/> <p>Reporting Period: 2019 - 2020 Target Met: Yes</p> <p>A workshop on Student Success and Life Skills was organized by the tutor and counselors to review and discuss academic support services and resources to gain better insight on how to further improve student academic success. The workshop took place on January 22, 2020. With collaboration and communication with other faculty and staff, approximately 125 students were able to attend the workshop. Participants represented a variety of both off- campus and resident hall students. The workshop was organized into one main session. It was conducted in three segments with presentations and discussions on the following topics: (a) Academic support tips and advice (Conventional and Non-conventional); (b) Utilizing the Syllabus Road Map; and (c) Student Financial Risk management. This workshop provided the opportunity to explore these methods more in depth, utilizing participant feedback to enhance the discussion and further contribute more context and understanding toward the methods and approaches currently applied as standard practice. Suggestions made in this workshop will be taken into account and considered in preparation for the next Workshop on Student Success (07/07/2020)</p>	<p>future audiences. With the current changes the counselors and tutors will have to refine the workshop to be implemented online to serve the student population. (07/07/2020)</p> <hr/> <p>Improvement: There was no evaluation tool used to measure the success the of the workshop. Counselors and tutor will work on an evaluation tool to measure the outcome of future Student Success and Life Skills Workshop. Plan and implement workshop(s) online. (07/07/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Descriptive Statistics - Obtain and renew 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.</p> <p>Target: Continuous improvement of tutorial services.</p>	<p>Improvement Plan: There was no evaluation tool used to measure the success the of the workshop. Counselors and tutor will work on an evaluation tool to measure the outcome of future Student Success and Life Skills Workshop. Plan and implement workshop(s) online.</p> <p>Reporting Period: 2019 - 2020</p> <p>Target Met: No</p> <p>Did not obtain or renew membership of a national tutoring association through professional development offered through conferences and/or workshop trainings due to minimal funding. (07/07/2020)</p> <p>Improvement Plan: Find online workshop trainings to further update tutors and coordinators of best practices.</p>	<p>Improvement: Obtain membership of a national association through professional development offered through ONLINE workshop trainings. (07/07/2020)</p>
<p>2019-2020 Counseling Services Outcome 2 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p>AUO Status: Inactive</p> <p>AUO Assessment Cycle: 2019 - 2020</p>	<p>Survey - Facilitate at least one career workshop per semester designed to introduce to students the different careers they can pursue based on their chosen majors.</p> <p>Target: 95% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2019 - 2020</p> <p>Target Met: Yes</p> <p>On November 6, 2019 COM-FSM National campus and CTEC counseling office had their annual Career fair in front of the College of Micronesia-FSM National Campus Library. Stakeholders from FSM Telecom (FSM TC), International Organization for Migration (IOM), Pohnpei State Department of Health, Pohnpei State Department of Education, and Moylan's Insurance were able to participate in this year's Career Fair Day. The Career Fair provided a networking opportunity to both our college students and the external stakeholders. This event provided the students an opportunity to explore the roles of each stakeholders and the contribution they provide to the Federated State of Micronesia. Internships, job opportunities, and educational mapping were some of the information shared throughout the event. This gave students insightful information how their courses would benefit them if they were to pursue a position with the employers at the tables.</p> <p>A total of 75 students participated in the event and out of the 75 participants, 32 students were from the Residence Hall and 43 students were from off campus. A survey with questionnaires was distributed to evaluate the career fair.</p>	<p>Improvement: Improve communication with agencies to better provide active participation to have a variety of career choices available to the participants. (07/07/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Exam/Quiz - Pre-Post - Facilitate at least one resume and interview workshop early in the semester to prepare participants for the employment process. Target: Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.</p>	<p>91% positive rating in survey administered to participants. (07/07/2020)</p> <p>Reporting Period: 2019 - 2020 Target Met: No No resume and interview workshop conducted. (07/07/2020) Improvement Plan: Improve planning and implementation of activity.</p>	<p>Improvement: Improve planning and implementation of activity. (07/07/2020)</p>
	<p>Survey - Facilitate at least one job fair activity to assist students to employment opportunities available. Target: 95% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2019 - 2020 Target Met: No Career Fair was utilized to assist students to employment opportunities available in their field of studies. Stakeholders from FSM Telecom (FSM TC), International Organization for Migration (IOM), Pohnpei State Department of Health, Pohnpei State Department of Education and Moylan's Insurance were able to participate in this year's Career Fair Day. The Career Fair provided a networking opportunity to both our college students and the external stakeholders. This event provided the students an opportunity to explore the roles of each stakeholders and the contribution they provide to the Federated State of Micronesia. Internships, job opportunities, and educational mapping were some of the information shared throughout the event. This gave students insightful information how their courses would benefit them if they were to pursue a position with the employers at the tables. A total of 75 students participated in the event and out of the 75 participants, 32 students were from the Residence Hall and 43 students were from off campus. A survey with questionnaires was distributed to evaluate the career fair. 90% positive rating in survey administered to participants. (07/07/2020)</p>	<p>Improvement: Job Fair was combined into the Career Fair activities by having the employers share with the participants the type of employment opportunities available and how that employment opportunity relates to the participants choice of major. Enhance collaboration with faculty and staff to encourage more student participation of the activity. (07/07/2020)</p>