

Assessment: Administrative Unit Four Column



Three-Year Assessment Report, 2017 to 2020

C - EMSS - Financial Aid

Mission Statement: COM-FSM Financial Aid Office supports the mission statement of the College and the Student Services. The primary mission of the Financial Aid Office (FAO) is to administer all financial aid programs, federal or local in compliance with applicable law and regulations and maintaining integrity, accuracy and timeliness in the delivery of financial assistance to all students admitted to COM-FSM.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2017-2018 FAO Outcome 1 - To enhance students success, financial aid office staff will award more than 96% of COM-FSM Pell eligible student's by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of Fall 2017, by the end of Spring 2018, and by the end of summer 2018.</p> <p>AUO Status: Inactive</p> <p>AUO Assessment Cycle: 2017 - 2018</p> <p>Start Date: 08/14/2017</p> <p>Inactive Date: 10/05/2018</p>	<p>Descriptive Statistics - Conduct financial aid training to state campus staff to improve knowledge on recent policies, procedures and to strengthen the internal financial aid processes to expedite the administration of Title IV Program and services, scholarships, and SEG.</p> <p>Target: Rating of the training from attendees will show 70% satisfactory</p>	<p>Reporting Period: 2017 - 2018</p> <p>Target Met: No</p> <p>The work-study coordinator visited Kosrae Campus on January 15 to January 20, 2018 and conducted SAP training to FAO staff, training to Yap FAO staff training on improvement documents submission (Work-Study Timesheet) and provide work-study assessment tool to FSM-FMI student services staff. (09/30/2018)</p>	<p>Improvement: Increase the trip for FAO national campus to visit and address students' financial aid needs as well as office needs to continue making improvements to attain the college goals and objectives. (09/30/2018)</p> <p>Follow-Up: Seek assistance from VP of EMSS to allow FAO to have two site visits to the state campuses, preferably one visit to be scheduled at the beginning of fall semester and another visit at the beginning of spring semester. (09/30/2018)</p>
	<p>Descriptive Statistics - Monitor FAO offices college-wide compliance and adherence to the FAO Annual Calendar of activities for school year 2017-2018.</p> <p>Target: All college financial aid offices show compliance with the deadlines and carry out activities</p>	<p>Reporting Period: 2017 - 2018</p> <p>Target Met: No</p> <p>From the Calendar of Activities and monthly reports, offices are not complying with the deadlines of important activities. For example, for Pell Awards, after the closing date of each semester, state campuses continued to send students documents resulting in FAO main office issuing late memos to Business office for student Pell award. This</p>	<p>Improvement: Offices must comply to deadlines so other FAO activities are given sufficient time. The Aid Administrator will have to remind state campuses and counter parts at the national campus that such act will</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>that are stated in the office annual calendar of activities</p> <p>Notes: Even though the office calendar of activities were already emailed to state campus staff at the end of summer 2017, Counterparts at the national campus as well as the director to send out reminder of deadlines and schedule of activities (outreach and workshop) to state campus counterparts. Email log of staff communication on reminders will be compiled and reviewed to see if it correlate with state campuses activities.</p> <p>Descriptive Statistics - Improve frequency of inter-campus communication on students financial aid need/challenges.</p> <p>Target: Evidence of improvement is visible such as timely and increase in Pell Grant award for campuses students will be reflected in monthly report provided to the office head at the national campus.</p>	<p>noncompliance created havoc in the main office as other important activities, such as time to reconcile records, properly filing completed records and reviewing them were not given sufficient time. (09/30/2018)</p> <p>Reporting Period: 2017 - 2018</p> <p>Target Met: Yes</p> <p>Emails and VOIP were used and can see that there is improvement in this area. Evidence is the improvement on the ratio of Pell Eligible students who received Pell Award for the school year has increased. (09/30/2018)</p>	<p>negatively be reflected in their evaluation. Will also seek stronger encouragement from the Department Vice President to add voice to the office administrator on strict compliance. (09/30/2018)</p> <p>Improvement: Monitor via monthly report on state campus and national campus communication on Pell Award and Work-Study communication. Evidence of which will be shown from the ratio of Pell award vs. Pell eligible from each campus as well as work-study. (09/30/2018)</p> <p>Follow-Up: Monthly as well as quarterly report to the office Director and to the Department Vice President as part of the Department Report to the Board. (09/30/2018)</p>
	<p>Descriptive Statistics - Conduct at least a workshop on FAFSA 2018-2019 application process to assist current students to properly fill out their paper FAFSA. Hardcopies will be distributed to participants. Participants will be reminded to return to FAO staff the hardcopies of their FAFSA for FAO staffs to input</p>	<p>Reporting Period: 2017 - 2018</p> <p>Target Met: Yes</p> <p>A total of nine workshops were conducted to current students at the National Campus during fall 2017. The cultural grouping is as follow: PingMwok and Nukap (26 participants), KSO (22 participants), Kolonia (21 participants), Kitti (24 participants) Chuu Chok (18 participants) YSO (44 participants), Madelenihmw (14 participants), Uh (18 participants) and Sohkes (16</p>	<p>Improvement: Due to time constraints, there is a need to refocus the workshop only on one item instead of three things. That is, the presentation should exclusively focus on filing the FAFSA. The other part of the Financial Aid process which include Providing three required</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>the information online. Students will also bring the required documents along with the paper FAFSA.</p> <p>Target: 70% of workshop participants will correctly fill out and return hard copies of the FAFSA along with the required documents to Financial Aid Office.</p> <p>Notes: Anticipate that this strategy will help to speed up the early disbursement of Pell award to eligible students</p>	<p>participants).</p> <p>The FAFSA outreach was conducted toward the end of October and last through November 29, 2017. The workshops were conducted during the free period at the national campus.</p> <p>The survey attempt to capture students knowledge about filling out the FAFSA, identify where the obstacles are that hinder the pace of awarding Pell Grant to eligible recipients, and covered basic knowledge about the Satisfactory Academic Progress Review.</p> <p>Survey result: Sixty percent of participants correctly answered the FAFSA questions, 88% were able identify the three required documents, 85% indicated their preference to receive their refund after the mid-term and 88% provided correct answer on the SAP review process. (09/30/2018)</p>	<p>documents can be moved to be part of the information shared during the orientation. The SAP review part will then move to be a part of the office collaboration efforts with academic advisors.</p> <p>This will not further complicate student learning during the presentation event. Office staff had to go through the FAFSA application faster so they can also cover the other topics. If the change is made, more time will be given to those who has questions on how to properly fill out the FAFSA. (09/30/2018)</p>
<p>2017-2018 FAO Outcome 4 - To promote student success, 70% of workshop participants (seniors) from selected high school will be able to correctly complete paper FAFSA applications.</p> <p>AUO Status: Inactive</p> <p>AUO Assessment Cycle: 2017 - 2018</p> <p>Start Date: 07/20/2017</p> <p>Inactive Date: 10/05/2018</p>	<p>Descriptive Statistics - A. Conduct financial aid FAFSA Workshop with the selected high school. For the national campus, Pohnpei Island Central School and Our Lady of Mercy High School were the two selected high school to conduct the workshop. Other campuses will select theirs pilot school, preferably the one nearest to the campus.</p> <p>B. Review all paper FAFSA applications submitted by high school seniors to ensure continuous quality improvement.</p> <p>Target: 70% of FAFSA applications submitted will be free of errors.</p> <p>Notes: The data collected will be our base line data to compare it with data from subsequent years.</p>	<p>Reporting Period: 2017 - 2018</p> <p>Target Met: Yes</p> <p>This Outcome is similar to Outcome 1.1</p> <p>On October 17, 2017 FAO staff conducted FAFSA outreach at OLMHS and assisted all 32 seniors. With the exception of 3 students who went overseas to pursue their studies, all received their SARs. Last summer, six of these students attended National Campus and all received their Pell award. October 18, and 20, 20017 FAO staff conducted FAFSA outreach at PICS. A total of 217 attended the outreach. During the summer, 81 of these students attended and 80 received their Pell Award. This semester, 152 of these students enrolled and we are aiming to award all of them this semester. More than 70 of these students received their SARs and does not need further correction. (09/30/2018)</p>	<p>Improvement: Even though the target was met, the national campus was the only campus doing this FAFSA outreach. This school year, the Calvary Christian Academy and Nahnpei Memorial High School will be added. Will also communicate to state campuses to conduct FAFSA outreach to one high school in their state, preferably the high school that is closest. This information was shared with Gertrude from Yap Campus on September 28,2018 during the Director of FAO meeting with FAO and student services meeting held at Yap Campus from 2pm to 5pm. (09/30/2018)</p>

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Related Documents:

[2017 FAFSA Workshop \(PICS High School\).pdf](#)

2017-2018 FAO Outcome 2 - To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM

AUO Status: Inactive

AUO Assessment Cycle: 2017 - 2018

Start Date: 09/05/2017

Inactive Date: 10/05/2018

Survey - Two financial aid presentations on financial aid services, policies, and procedures to be coordinated with and conducted for the various COM-FSM students cultural groups. One presentation to each cultural groups will commence in September 2017 and another one to commence in March 2018.

Target: 70% of financial aid participants will be able to score 70% and above on the survey to be distributed after the financial aid presentation.

Notes: Fall semester presentation started September 2019 and the last presentation to Pohnpei National Campus students was last one for this activity this semester. Result of the survey will be reported by next week (October 16-20). Spring semester presentation to start April 2017.

Reporting Period: 2017 - 2018

Target Met: No

A total of nine workshops were conducted to current students at the National Campus during the fall semester of 2017. The cultural grouping is as follow: PingMwok and Nukap (26 participants), KSO (22 participants), Kolonia (21 participants), Kitti (24 participants) Chuu Chok (18 participants) YSO (44 participants), Madelenihmw (14 participants), Uh (18 participants) and Sohkes (16 participants).

The FAFSA outreach was conducted toward the end of October and last till Novemebr 29 during the free period at the national campus.

Presentation was divided into three sections: FAFSA Application, Required Documents, and SAP review. The survey attempt to capture students knowledge about filling out the FAFSA, identify where the obstacles are that hinder the pace of awarding Pell to eligible recipients, and basic knowledge about the SAP.

Survey result is that students (60%) correctly answer the FAFSA questions, 88% identify the three required documents correctly, and 85 percent wants to receive their refund after the mid-term. Eighty eight percent (88%) provided correct answer on the SAP review process. FAO staff only conducted workshops during the fall semester and none in spring semester so despite the number of workshops to various cultural groups it was only conducted in fall semester. (09/30/2018)

Improvement: This Outcome is similar to Outcome 1.8 as earlier reported. Despite the number of workshops held, the time utilized was limited as it was conducted during the free period. Further, the office only able to conduct one fall semester workshop and did not conduct any during the spring semester. (The number of workshops to the various cultural groups is counted as one workshop for fall and if the office repeat the workshop in spring, that will be considered as two workshops) and did not conduct any during the spring semester.

The failure to conduct a workshop in spring is due to the major college activity, the College 25th Anniversary. Office staff were mobilized into various groups and assigned to assist on various activities to attend to preparations for the college anniversary.

Office staff will re-evaluate the strategy used for this Outcome whether to eliminate it or maintain it as one new Outcome (Improving Academic Advising) will be added to the office outcomes.

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Survey - With emphasis on measures of student success, a total of two financial aid workshops on the Satisfactory Academic Progress (SAP) review will be conducted at the beginning of each semester to enrolling students.
Target: 80% of those attended the workshops will testify that they had gained knowledge on Satisfactory Academic Progress policy.

Since two sections of the presentations score higher than the benchmark or target of 70% and one ranked below 70%, the collective score is 77% so I choose to say that the FAO reached the target. (09/30/2018)

2017-2018 Outcome FAO 3 - To enrich students learning experience through the Work-Study Program:
A. 70% of students who participated gained work experience from utilizing the program
B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors
AUO Status: Inactive
AUO Assessment Cycle: 2017 - 2018
Start Date: 07/20/2017
Inactive Date: 10/05/2018

Survey - From the student exit survey of employer, student will indicate satisfaction of gaining work experience based on his/her work experience from the host agency (student will either strongly agree or agree that he/she gained some experience from the work-study program)
Target: At least 70% of work-study students will indicate on their survey that they gained work experience from the work-study program
Notes: Two surveys will be used to provide a complete reflection of the outcome.

Related Documents:
[Work-Study Program Exit Form.pdf](#)

Reporting Period: 2017 - 2018

Target Met: Yes

The purpose of the work-study is to provide students with an opportunity to get exposed to the real working environment and to enable them to gain and learn work experience from their place of work-study.

During Fall 2017 semester, a total of 402 students from across six campuses completed the survey. Out of the 402 respondents (N), a total of 374 (93%) indicated on the survey a response of either strongly agree or agree that they gained some work experience from the work-study program. This total of 374 (93%) was the college wide collective response to the survey given at the end of Fall 2017 semester.

During Spring 2018 semester, a total of 361 students from across six campuses completed the survey. Out of the 361 respondents (N), a total of 347 (96%) indicated on the survey that they strongly agreed or agreed that they gained some work experience from the work-study program. See related survey results. This total of 347 (96%) was the college wide collective response to the survey given at the

Improvement: Even though the target was met there is a need to strategize on increasing the response rate. Most of the response rate came from National campus. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategies on how to meet this target for 2018-2019 assessment. Continuation of this outcome, strategy and target to be used again for 2018-2019 cycle is recommended. (09/16/2018)

Follow-Up: Work-Study

end of Spring 2018 semester. (09/16/2018)

Related Documents:

- [Gaining Work Experience Response Fall 2017 Result.pdf](#)
- [Gaining Work Experience Response Spring 2018 Result.pdf](#)
- [Work-Study Program Exit Form.pdf](#)

coordinator will meet with Financial Aid Office (FAO) counterparts from each of the state campuses including Career & Technical Education Center (CTEC) to set a specific target for the response rate for the 2018-2019 assessment cycle and to dialogue on ways to increase the response rate to meet the set target. (09/17/2018)

Survey - From the employers' survey of students' reliability, the survey will indicate positive level of satisfaction from the project assigned to students.

Target: At least 70% of work-study students will be rated excellent or above average on reliability from host agencies supervisors.

Notes: Two surveys will be used to provide a complete reflection of the outcome.

Related Documents:

- [SEG Work-Study Performance Evaluation Sheet.pdf](#)

Reporting Period: 2017 - 2018

Target Met: Yes

Students who were placed on the work-study program were evaluated by their host agencies supervisors at the end of their work-study period. The result pertaining to reliability of the student was based on how the student was being prepared for work, honesty, being dependable, being a fast learner, reporting to the supervisor on work progress, being trustworthy and other personal characters that the supervisor believed may deem credible to be recognized. During Fall 2017, a total of 417 work-study students were evaluated by their work-study supervisors. From the 417 evaluated students, a total of 319 (77%) students were rated "Excellent" and "Above Average" by their supervisors, 87 (21%) were rated "Average", and 11 (3%) were rated "Below Average" and "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 319 (77%) had provided for a positive rating for work-study students college wide during Fall 2017 semester.

During Spring 2018, a total of 354 work-study students were again evaluated by their work-study supervisors. From the 354 evaluated students, a total 301 (85%) students were rated "Excellent" and "Above Average" by their supervisors, 45 (13%) were rated "Average", and eight (2%) were rated "Below Average" and "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 301 (85%) had provided for a positive rating again for work-study students college wide during

Improvement: Even though the target was met there is a need to strategize on increasing the response rate. Most of the response rate came from National campus. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategies on how to meet this target for 2018-2019 assessment. Continuation of this outcome, strategy and target to be used again for 2018-2019 cycle is recommended. (09/17/2018)

Follow-Up: Work-Study coordinator will meet with FAO counterparts from each of the state campuses including Career & Technical Education Center (CTEC) to set a specific target for the response rate for 2018-2019 assessment cycle and to discuss and plan ways to increase the response rate to meet the set

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
		<p>Spring 2018 semester.</p> <p>Both Fall 2017 and Spring 2018 results had shown that at least 70% of evaluated students were rated excellent or above average. (09/17/2018)</p> <p>Related Documents: Student Reliability Result Fall 2017.pdf Student Reliability Result Spring 2018.pdf SEG Work-Study Performance Evaluation Sheet.pdf</p>	<p>target. (09/17/2018)</p>
<p>2018-2019 FAO Outcome 1 - To enhance students success, financial aid office staff will award more than 96% of COM-FSM Pell eligible student's by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of Fall 2018, by the end of Spring 2019, and by the end of summer 2019.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2018 - 2019 Start Date: 08/01/2018 Inactive Date: 07/31/2019</p>	<p>Descriptive Statistics - Conduct financial aid training to state campus staff to improve knowledge on recent policies, procedures and to strengthen the internal financial aid processes to expedite the administration of Title IV Program and services, scholarships, and SEG. Target: Rating of the training from attendees will show 70% satisfactory</p>	<p>Reporting Period: 2018 - 2019 Target Met: Yes Director and Work-Study Coordinator did visit all campuses and conduct cross-training, and faculty training as well as sharing of office procedures, work-study site visits and application process. (08/20/2019) Improvement Plan: Follow Program Assessment Plan to increase number of site visits and improve outcome of visits</p>	
	<p>Descriptive Statistics - Monitor FAO offices college-wide compliance and adherence to the FAO Annual Calendar of activities for school year 2018-2019. Target: All college financial aid offices show compliance with the deadlines and carry out activities that are stated in the office annual calendar of activities Notes: Even though the office calendar of activities were already emailed to state campus staff at the end of summer 2017, Counterparts at the national campus as well as the director to send out reminder of deadlines and schedule of activities (outreach and workshop) to state campus counterparts. Email log of</p>	<p>Reporting Period: 2018 - 2019 Target Met: Yes The cut off dates were followed with minor adjustment. So far result is good which showed that spring Pell award has increased, same as summer (08/20/2019) Improvement Plan: Continue to share office Calendar of activities and send out reminders to state campuses two weeks before deadline</p>	

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staff communication on reminders will be complied and reviewed to see of it correlate with state campuses activities.

Descriptive Statistics - Improve frequency of inter-campus communication on students financial aid need/challenges.

Target: Evidence of improvement is visible such as timely and increase in Pell Grant award for campuses students will be reflected in monthly report provided to the office head at the national campus.

Descriptive Statistics - Conduct at least a workshop on FAFSA 2018-2019 application process to assist current students to properly fill out their paper FAFSA. Hardcopies will be distributed to participants. Participants will be reminded to return to FAO staff the hardcopies of their FAFSA for FAO staffs to input the information online. Students will also bring the required documents along with the paper FAFSA.

Target: 70% of workshop participants will correctly fill out and return hard copies of the FAFSA along with the required documents to Financial Aid Office.

Notes: Anticipate that this strategy will help to speed up the early disbursement of Pell award to eligible students

Descriptive Statistics - Conduct financial aid FAFSA Outreach to three high schools For the national

Reporting Period: 2018 - 2019

Target Met: Yes

The Office scheduled and conducted a two-week (Monday, Wednesday & Friday 1:00pm to 1:59pm FAFSA workshop during the spring semester. Only 144 students attended the workshop. On the survey collected, the result is as follow: Overall 100% of participants were satisfied with the presentation. Per questions on the survey, 99% understand how to fill out the 2019-2020 FAFSA; 98% have understood the common mistake or factors that delayed them to receive Pell award; 100% know the required documents to provide financial aid office; 97% recommend that FAO repeat similar workshop next school year; and 97% think that they understood the main points of the presentation. (07/09/2019)

Improvement Plan: Despite the overwhelming positive result of the workshop survey, participants remain small. Strategic ways to get the workshop information to students needs to be explore further. What we have done is work with Student Life to obtain cultural groups officers emails and we send them announcement about the workshop, we put announcement notices around campus but still the turn out is low. It actually increased compared to two years ago.

Reporting Period: 2018 - 2019

Target Met: No

National Campus did conducted the outreach to both PICS

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	<p>campus, PICS and OLMHS were selected in 2017-2018 and Calvary Christian Academy is added for the school year 2018-2019 and CTEC FAO staff will undertake the activity for CCA. Yap Campus will do the outreach at Yap High School, Chuuk Campus will do the outreach at Berea High School, and Kosrae Campus at Kosrae High School.</p> <p>Target: 96% of eligible students who enrolled in SY 2019-2020 will receive their Pell grant award.</p> <p>Notes:</p> <p>Descriptive Statistics - Report the total Pell Award Transfers to Business Office and the data from SIS. Further will conduct various strategies to attain the outcome by the end of the school year. The strategies are reported as a separate stand alone individual strategy but all are intended to support the outcome.</p> <p>Target: Ninety six percent of Pell eligible students will be awarded at the end of the 2018-2019 school year</p>	<p>and OLMHS. Communication was sent and a follow up was also send to CTEC FAO staff to conduct the workshop to Calvary Christian Academy (CCA). Similarly the other three state campuses were also contacted to do the outreach to one high school each for the school year. (07/09/2019)</p> <p>Improvement Plan: CTEC has yet to report and Chuuk, Yap and Kosrae were requested to send their outreach results</p> <p>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>The result has been reported for fall, spring and summer. Seemed to be reduntant and will be eliminated for 2019-2020 Assessment Plan (08/20/2019)</p> <p>Improvement Plan: Will be disregarded in the next plan</p>	
<p>2018-2019 FAO Outcome 2 - To promote and foster student success new students who participated in the workshop will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM</p> <p>AUO Status: Inactive</p> <p>AUO Assessment Cycle: 2018 - 2019</p> <p>Start Date: 08/01/2018</p>	<p>Descriptive Statistics - The workshop or presentation on Financial Aid topics was presented by the Director to new students.</p> <p>Notes: The result of the survey, which was administered by</p>	<p>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>Approximately 87% of the new students responded that they are now aware about financial aid programs and services available at the college. See link for detail. http://reportswww.comfsm.fm/?q=irpo-survey-(08/21/2019)</p> <p>Improvement Plan: Although this outcome is one of major goal of the office, it is decided that the focus will shift to more general awareness of financial aid programs and services to be presented to high school seniors and TRIO</p>	

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participants. Early intervention or education to potential COM-FSM students. This activity provided to new students will continue but will not one of the outcomes for 2019-2020.

2018-2019 FAO Outcome 3 - To enrich students learning experience through the Work-Study Program:
A. 70% of students who participated gained work experience from utilizing the program
B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors
AUO Status: Inactive
AUO Assessment Cycle: 2018 - 2019
Start Date: 08/01/2018

Survey - From the student exit survey of employer, a student will indicate satisfaction of gaining work experience based on his/her work experience from the host agency (a student will either strongly agree or agree that he/she gained some experience from the work-study program)
Target: At least 70% of work-study students will indicate on their survey that they gained work experience from the work-study program
Notes: Two surveys (Fall 2018 and Spring 2019) will be used to provide a complete reflection of the outcome.

Reporting Period: 2018 - 2019

Target Met: Yes

The purpose of the work-study is to provide students with an opportunity to get exposed to the real working environment and to enable them to gain and learn work experience from their place of work-study. During Fall 2018 semester, a total of 324 students from across 6 campuses completed the survey. Out of the 324 respondents 247 (76%) strongly agree that they gained some work experience from the work-study program while 59 (18%) agree that they gained some work experience from the work-study program. This makes a total positive result of 306 (94%) of those students who indicated on their survey that they gained work-experience from the work-study program.

During Spring 2019 semester, a total of 331 students from across 6 campuses completed the survey. Out of the 331 respondents 255 (77%) strongly agree that they gained some work experience from the work-study program while 66 (20%) agree that they gained some work experience from the work-study program.. This makes a total positive result of 321 (97%) of those students who indicated on their survey that they gained work-experience from the work-study program.
(07/13/2019)

Improvement Plan: Even though the target was met there is a need to strategize on increasing the response rate. This has been the same challenge from 2018-2019 reporting period. Most of the response rate came from National campus. One main factor was entry was not done from FMI. If FMI entered data the overall respondent rate could have shown some difference. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach

and strategies on how to meet this target for 2019-2020 assessment.

Survey - From the employers' survey of students' reliability, the survey will indicate positive level of satisfaction from the project assigned to students.

Target: At least 70% of work-study students will be rated excellent or above average on reliability from host agencies supervisors.

Notes: Two surveys (at the end of Fall 2018 and Spring 2019) will be used to provide a complete reflection of the outcome.

Reporting Period: 2018 - 2019

Target Met: Yes

Students who were placed on the work-study program were evaluated by their host agencies supervisors at the end of their work-study period. The result pertaining to reliability of the student was based on how the student was being prepared for work, honesty, being dependable, being a fast learner, reporting to the supervisor on work progress, being trustworthy and other personal characters that the supervisor believed may deem credible to be recognized. During Fall 2018, a total of 343 work-study students were evaluated by their work-study supervisors. From the 343 evaluated students, a total of 285 (83.1%) students were rated "Excellent" and "Above Average" by their supervisors, 51 (15%) were rated "Average", and 5 (1.6%) were rated "Below Average" and 2(0.6%) "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 285 (83.1%) had provided for a positive rating for work-study students college wide during Fall 2018 semester.

During Spring 2019, a total of 235 work-study students were again evaluated by their work-study supervisors. From the 235 evaluated students, a total 201 (86%) students were rated "Excellent" and "Above Average" by their supervisors, 31 (13.2%) were rated "Average", and three (1.3%) were rated "Below Average" and none for "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 201 (86%) had provided for a positive rating again for work-study students college wide during Spring 2019 semester.

Both Fall 2018 and Spring 2019 results had shown that at least 70% of evaluated students were rated excellent or above average.

(07/14/2019)

Improvement Plan: Even though the target was met there

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is a need to strategize on increasing the response rate. This has been the same challenge from 2018-2019 reporting period. Most of the response rate came from National campus. One main factor was entry was not done from FMI. If FMI entered data the overall respondent rate could have shown some difference. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategies on how to meet this target for 2019-2020 assessment.

2018-2019 FAO Outcome 4 - To promote student success, FAO staff will conduct four financial aid trainings to academic advisors to help them make proper advising when assisting their advisees during regular counseling such as during course selection, registration and others.
AUO Status: Inactive
AUO Assessment Cycle: 2018 - 2019
Start Date: 08/01/2018

Descriptive Statistics - Conduct workshops with faculty members at the state campuses
Target: At least more than half of faculty members as academic advisors participate in the workshops
Notes: Site visit to state campuses for financial aid work to also include faculty workshop

Reporting Period: 2018 - 2019
Target Met: Yes
All faculty members at National & CTEC , Chuuk Campus and Yap campus participated in the workshop. and only one faculty from Kosrae Campus did not attend due to urgent family matters. (08/21/2019)
Improvement Plan: Instructors still have difficulties and asked many questions on the PACE and 150% from the SAP section of the presentation. Need to integrate the financial aid presentation into faculty workshop arranged for fall semesters and for new faculty members coming in for the spring semester.

2019-2020 FAO Outcome 1 - (College-Wide) To foster student success, Financial Aid Office (FAO) will award 100% of COM-FSM Pell eligible students by the end of 2019-2020 school year.
AUO Status: Active
AUO Assessment Cycle: 2019 - 2020
Start Date: 08/01/2019

Descriptive Statistics - Collect all required documents from students no less than 30 days prior to the end of each regular semester and 15 days before the end of summer.
Target: Financial Aid office will receive all required documents from 100% of COM-FSM Pell eligible students by the end of Fall 2019, by the end of Spring 2020, and by the end of summer 2020.

Reporting Period: 2019 - 2020
Target Met: No
Financial Aid office received all required documents from 100% of Pell eligible students college wide who applied for FAFSA before the end of Fall 2019.
In Spring 2020, Financial Aid Office received all required documents from 97% of Pell eligible students who applied for FAFSA before the end of Spring 2020.
For Summer 2020, Financial Aid received all required documents from 100% Pell eligible students who applied for FAFSA during Summer 2020.

Improvement: The target was not met for Spring 2020 because of the abrupt ending of the semester due to the Corona Virus pandemic. Several documents were received from students after March 15, 2020.
Financial Aid director will instruct financial aid counterparts at all state campuses to encourage and promote early submission of required documents at the very first week of instruction by authorizing charging of upon

*Administrative Unit
Outcomes*

Assessment Strategies

Results

Improvements

	<p>TARGET NOT MET for Spring 2020. (07/12/2020) Improvement Plan: The target was not met for Spring 2020 because of the abrupt ending of the semester due to the Corona Virus pandemic. Several documents were received from students after March 15, 2020.</p> <p>Financial Aid director will instruct financial aid counterparts at all state campuses to encourage and promote early submission of required documents at the very first week of instruction by authorizing charging of upon submission of all required documents to Financial Aid</p> <p>Financial Aid Director will also send state campuses reminder on the 30 days prior to the end of each semester</p>	<p>submission of all required documents to Financial Aid</p> <p>Financial Aid Director will also send state campuses reminder on the 30 days prior to the end of each semester (09/01/2020)</p>
<p>Descriptive Statistics - Assist and guiding students in filling out their FAFSA applications. Target: 75% reduction in correction of all FAFSA applications at the end of the 2019-2020 school year.</p>	<p>Reporting Period: 2019 - 2020 Target Met: Yes Financial Aid EDEExpress software provides that of all those who applied for FAFSA in 2019-2020 school year, there were 2,397 FAFSA applications were processed and out of which 2244 (96%) were accepted with no rejection.</p> <p>TARGET MET (07/12/2020) Improvement Plan: Even though the target was met FAFSA application is the most crucial for students to receive Pell assistance. There will be new students every year. Thus, Financial Aid will continue to use this strategy for new incoming students every year to ensure incoming new students may receive their Pell award on a timely manner.</p>	<p>Improvement: Improvement Plan: Even though the target was met FAFSA application is the most crucial for students to receive Pell assistance. There will be new students every year. Thus, Financial Aid will continue to use this strategy for new incoming students every year to ensure incoming new students may receive their Pell award on a timely manner. (09/01/2020)</p>
<p>Descriptive Statistics - National Campus staff will process the complete records and award students their Pell grants by the end of each enrollment term. Target: 100% of complete records will be</p>	<p>Reporting Period: 2019 - 2020 Target Met: Yes Pell transfers on SIS shows 100% of complete records were disbursed and awarded at the end of 2019-2020 school year.</p> <p>TARGET MET</p>	<p>Improvement: Continue the strategy and improve awareness or outreach to ensure that students receive their Pell award during the early and middle part of the semester. (09/01/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	disbursed and awarded by the end of each enrollment term.	(07/12/2020) Improvement Plan: Continue the strategy and improve awareness or outreach to ensure that students receive their Pell award during the early and middle part of the semester.	
<p>2019-2020 FAO Outcome 2 - (National Campus) To promote and foster financial aid literacy to targeted students at COM-FSM AUO Status: Active AUO Assessment Cycle: 2019 - 2020 Start Date: 08/01/2018</p>	<p>Survey - Conduct Financial Aid presentation to new students during the college orientation. Target: 75% of workshop participants will provide their perception of improved awareness of financial aid programs and services at the College of Micronesia-FSM.</p>	<p>Reporting Period: 2019 - 2020 Target Met: Yes During Fall 2019 orientation of new students, 83% of those participated in the orientation provided in the survey their perception of improved awareness of financial aid programs and services as well as relevant policies pertaining to financial aid. (07/12/2020) Improvement Plan: Even though target was met Financial Aid will keep this outcome and strategy into the next assessment cycle and increase the target from 75% to 85%. Related Documents: SOS_2019.3a.jpg</p>	<p>Improvement: Even though target was met Financial Aid will keep this outcome and strategy into the next assessment cycle and increase the target from 75% to 85%. (09/01/2020)</p>
	<p>Survey - Provide financial aid presentation to transfer and returning students. Target: 75% of workshop participants will provide their perception of improved awareness of financial aid programs and services at the College of Micronesia-FSM.</p>	<p>Reporting Period: 2019 - 2020 Target Met: No During Fall 2019, there was no presentation conducted to transfer and returning students. Unfilled position due to medical retirement of a staff, overload of work for financial staff on the ERR reporting to National Student Loan Data System (NSLDS), reports for IPEDS, and technical difficulties with financial aid program software. This shortage of staff had contributed to the load that financial aid faced during the fall semester. In Spring 2020, the semester was cut short so no presentation during the semester was possible (07/12/2020) Improvement Plan: Even though the target was not met as articulated in the Unit strategy, financial Aid staff did implement an alternative plan throughout both semesters.</p>	<p>Improvement: Even though the target was not met as articulated in the Unit strategy, financial Aid staff did implement an alternative plan throughout both semesters. Returning students were updated individually by financial aid counselors upon submission of financial aid required documents and before authorization of charges for textbooks. 100% of returning students were informed and updated on new financial aid policies and procedures through one on one interaction, Student Handbook and the SIS. (09/01/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Descriptive Statistics - Proactive approach through outreach workshops to selected high schools such as Pohnpei Island Central School (PICS), Our Lady of Mercy Catholic High School (OLMCHS), and to TRIO program participants in Pohnpei such as Educational Talent Search Program (ETSP) and Upward Bound (UB) program</p> <p>Target: 80% of new students who enrolled at COM-FSM from the selected schools and the trio programs will complete their FAFSA for 2020-2021 school year.</p>	<p>Returning students were updated individually by financial aid counselors upon submission of financial aid required documents and before authorization of charges for textbooks.</p> <p>100% of returning students were informed and updated on new financial aid policies and procedures through one on one interaction, Student Handbook and the SIS.</p> <p>Reporting Period: 2019 - 2020 Target Met: No During the month of October, 2019 one staff provided FAFSA workshop to 100% seniors of Our Lady of Mercy High School (OLMCHS)</p> <p>Financial Aid staff conducted presentation to UB parents and students and provided advice for Trio program counselors to conduct FAFSA workshops to their program participants. ETSP and UB Counselors reported that they had provided FAFSA workshop to 100% of their program participants for 2020-2021 school year.</p> <p>Financial Aid office usually reach out to PICS high school for FAFSA workshop during Spring semester. Unfortunately, due to the unexpected Corona virus pandemic all high schools were closed and no FAFSA workshop was conducted as planned.</p> <p>(07/12/2020)</p> <p>Improvement Plan: The target was not met for PICS high school due the corona virus pandemic situation. It is with this that this outcome and strategy will remain continuous for the next assessment cycle.</p> <p>Enhance coordination of collaborative activities between the office and the Trio program.</p>	<p>Improvement: The target was not met for PICS high school due the corona virus pandemic situation. It is with this that this outcome and strategy will remain continuous for the next assessment cycle.</p> <p>Enhance coordination of collaborative activities between the office and the Trio program. (09/01/2020)</p>
	<p>Survey - National Campus financial aid staff will conduct one FAO presentation in</p>	<p>Reporting Period: 2019 - 2020 Target Met: No During Fall 2019, there was no presentation conducted to</p>	<p>Improvement: One Financial Aid staff did conduct undocumented presentation on financial aid</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>fall and spring semesters to all cultural groups or student organizations on required documents, policies on satisfactory academic progress (SAP) and other financial aid topics such as filing of 2020-2021 FAFSA and any updated federal policies.</p> <p>Target: 80% of the respondents will provide their perception that the presentation had improved their overall understanding on required financial aid documents, SAP, and filing of FAFSA 2020-2021.</p>	<p>any cultural group or student organizations due to unplanned overload of work for financial staff such as ERR reporting to National Student Loan Data System (NSLDS), reports for IPEDS, and technical difficulties with financial aid program software. Also one staff resigned from work because of medical reasons that restructuring of staff responsibilities had to be done. This shortage of staff had contributed to the load that financial aid faced during the fall semester.</p> <p>In Spring 2020, the semester was cut short so no presentation during the semester was possible</p> <p>(07/12/2020)</p> <p>Improvement Plan: One Financial Aid staff did conduct undocumented presentation on financial aid policies to HCOP/DDFT students during the beginning of Fall 2019. This was per a request from the program coordinator. Perhaps this kind of activities should be included in the next assessment cycle.</p> <p>Financial Aid Office may try to work with the IC or the Dean of Instructional Program for such presentation to selected programs instead of big cultural groups and student organizations.</p>	<p>policies to HCOP/DDFT students during the beginning of Fall 2019. This was per a request from the program coordinator. Perhaps this kind of activities should be included in the next assessment cycle.</p> <p>Financial Aid Office may try to work with the IC or the Dean of Instructional Program for such presentation to selected programs instead of big cultural groups and student organizations. (09/01/2020)</p>
<p>2019-2020 FAO Outcome 3 - (College-Wide) To promote and foster student work experience development through the Work-Study Program:</p> <p>A. 75% of students who participated gained work experience from utilizing the program B. 75% of students receive high level of positive ratings on reliability from host agencies supervisors</p> <p>AUO Status: Active</p>	<p>Survey - (College - wide) Students will be placed to work at host agencies outside of campus.</p> <p>Two separate exit surveys will be administered at the end of Fall 2019 and one at the end of Spring 2020. These will be used to provide a complete reflection of the outcome.</p> <p>From the Student Exit Survey of</p>	<p>Reporting Period: 2019 - 2020 Target Met: No During Fall 2019, a total of 354 students from across 6 campuses completed the survey. 255 (72%) strongly agree that they gained some work experience 87 (25%) agree that they gained some work experience. Total positive result of 342 (97%)</p> <p>During Spring 2020, the semester was cut short and there was no time for students to fill out the survey due to the abrupt closing of the College.</p>	<p>Improvement: School year 2019-2020 had been an unfortunate school year as the second half was impacted by the Corona Virus pandemic. For this reason, the same assessment outcome will be used again for the next 2020-2021 assessment cycle. (09/01/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p>AUO Assessment Cycle: 2019 - 2020 Start Date: 08/01/2019</p>	<p>Employer, a student will indicate positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency. A student will answered either "strongly agree" or "agree" that he/she gained some knowledge, skills and experience from the current employer through the work-study program) (Active)</p> <p>Target: At least 75% of work-study students will indicate on their survey that they gained work experience from the work-study program</p>	<p>Thus no survey was completed.</p> <p>TARGET MET for Fall 2019 only. (07/13/2020)</p> <p>Improvement Plan: School year 2019-2020 had been an unfortunate school year as the second half was impacted by the Corona Virus pandemic. For this reason, the same assessment outcome will be used again for the next 2020-2021 assessment cycle.</p> <p>Related Documents: Fall 2019 Exit Evaluation.jpg</p>	
	<p>Survey - (College-wide) Work-Study supervisors from host agencies will submit student performance evaluations of their work-study students at the end of Fall 2019 and Spring 2020.</p> <p>Two separate evaluations (one at the end of Fall 2019 and one at the end of Spring 2020) will be used to provide a complete reflection of the outcome. From the supervisors' evaluation on students' performance, the results will indicate positive level of satisfaction from host agency.</p>	<p>Reporting Period: 2019 - 2020 Target Met: No</p> <p>During Fall 2019, a total of 283 work-study students were evaluated on their quality of work by their supervisors. 133 (47%) students were rated excellent by their supervisors 107 (38%) Above Average 37 (13%) Average 5 (2%) Below Average 1 (<1%) Needs Improvement</p> <p>The rating for both Excellent and Above Average altogether provided a total of 240 (85%) being rated excellent and above average. This is some noticeable improvement as compared to Fall 2018 of 2018-2019 assessment cycle.</p> <p>During Spring 2020, the semester was cut short and there was no time for students to take their evaluation forms to</p>	<p>Improvement: The rating for both Excellent and Above Average altogether provided a total of 240 (85%) being rated excellent and above average. This is some noticeable improvement as compared to Fall 2018 of 2018-2019 assessment cycle. In Fall 2018 the percentage for the total positive rating was 83.1%, an improvement of around 2%. (07/13/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Target: At least 75% of work-study students will be rated excellent or above average on students performance from host agencies supervisors.</p>	<p>their supervisors due to the abrupt closing of the College. Thus, no survey was completed.</p> <p>TARGET MET for Fall 2019 only.</p> <p>(07/13/2020)</p> <p>Improvement Plan: School year 2019-2020 had been an unfortunate school year as the second half was impacted by the Corona Virus pandemic. For this reason the same assess outcome will be used again for the next 2020-2021 assessment cycle.</p> <p>Related Documents: Fall 2019 Performance Evaluation.jpg</p>	

<p>2019-2020 FAO Outcome 4 - (National Campus) To extend financial aid literacy on financial aid policies and procedures to the College community. AUO Status: Active AUO Assessment Cycle: 2019 - 2020 Start Date: 08/01/2019</p>	<p>Descriptive Statistics - FAO staff will conduct four separate financial aid trainings once a semester to the College counselors to help them understand several financial procedures and policies:</p> <ol style="list-style-type: none"> 1. Training on appeal process and what is required of them. 2. Training on Satisfactory Academic Progress review process, establish clear expectations and guidelines on assisting students who are placed on financial aid warning, probation. and suspension. 3. Training on filing 2020-2021 FAFSA paper and online application 4. Training on Pell grant awarding procedures <p>Target: All trainings are done by the end of each regular semester and the College counselors will provide perception of their gained</p>	<p>Reporting Period: 2019 - 2020 Target Met: No No training was done during Fall 2019, due to unplanned overload of work for financial staff such as ERR reporting to National Student Loan Data System (NSLDS), reports for IPEDS, and technical difficulties with financial aid program software. Also one staff resigned from work because of medical reasons that restructuring of staff responsibilities had to be done. This shortage of staff had contributed to the load that financial aid faced during the fall semester.</p> <p>TARGET NOT MET for 4.1, 4.1.1, 4.1.2, 4.1.3 and 4.1.4. (07/13/2020)</p> <p>Improvement Plan: To prepare a financial aid reference book for counselors on financial aid policies. Conduct workshops to counselors and other EMSS staff at the state campuses on 4.1.1, 4.1.2, 4.1.3 and 4.1.4.</p>	<p>Improvement: To prepare a financial aid reference book for counselors on financial aid policies. Conduct workshops to counselors and other EMSS staff at the state campuses on 4.1.1, 4.1.2, 4.1.3 and 4.1.4. (09/02/2020)</p>
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Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>knowledge of financial aid policies and procedures</p> <p>Survey - Financial Aid Director or staff will do visits to the state campuses once a semester to conduct workshops with college counselors or members of the EMSS staff who assist students with financial aid appeals, advise students on financial aid warning and probation. The workshop will be on financial aid appeal process, Satisfactory Academic Progress Review, financial aid warning, probation, and suspension Target: All trips and workshops are complete by the end of each regular semester.</p>	<p>Reporting Period: 2019 - 2020 Target Met: No Only one trip approved in October, 2019 for Chuuk and Yap campuses. No site visit approved for Kosrae campus. (07/14/2020)</p>	
	<p>Survey - Financial Aid Director or national campus staff during trips to state campuses will share the office Assessment Results and solicit inputs on Assessment Plan, update staff on policy changes, approve on site applications, and attend to specific need of each campus. Target: a. FAO TracDat assessment results are shared and inputs on Assessment Plan from state campuses counterparts are received. b. State campus staff are updated on policy changes</p>	<p>Reporting Period: 2019 - 2020 Target Met: No FAO TracDat assessment results were shared only to Chuuk and Yap campus and assessment plans were shared for 2019-2020 assessment cycle. Only campus staff from Chuuk and Yap campus received update on policy and changes. TARGET NOT MET (07/14/2020)</p>	