

**Administrative and Support Units  
Mission and Objectives Development Worksheet**

Student Services Coordinator Office

**Unit/Office/Program**

Fall 2011 – Summer 2012

**Assessment Period Covered****Date Submitted****Institutional Mission/Strategic Goal:**

**Mission:** Historically diverse, uniquely Micronesian and globally connected, the College of Micronesia-FSM is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.

**Strategic Goal (which strategic goal(s) most support the services being provided):**

- Goal #2. Provide institutional support to foster student success and satisfaction  
 Goal #3 Create an adequate, healthy and functional learning and working environment.  
 Goal #9. Provide for continuous improvement of programs, services, and college environment.

**Administrative Unit/Program Mission Statement (First present a philosophical statement related to your units/program/office followed by a listing of the services you provide):**

**Mission:** To provide and enhance a positive learning environment for student's success at Chuuk Campus.

**Administrative Unit/Program Objectives:**

**Outcome:** Chuuk Campus retention rate and enrollment rate will be increase by 5% in 2012.

**Objective 1:** Increase retention rate and enrollment rate through the tutorial program for the current and incoming students and improvement of the state campus Recruitment/COMET activity plans.

**Strategies/Action Plans:**

Coordinate and monitor the Tutorial program with the tutorial program coordinator on recruiting/hiring of tutors, setting up trainings/workshops for tutors for better services to the students.

- There will be 2 workshops/trainings of tutors during Spring/Fall semester in 2012.
- Recruitment of 15 tutors will take place during Fall/Spring semester in 2012.
- Tracking of students that are participating in the Tutorial Program will take place in Fall/Spring/Summer semester.
- Coordinate and facilitate the referral procedure of the Tutorial Program with the Instructional Division and the Student Services Division.
- Monitor tutees and tutors participation and attendance in the program by reviewing their contact sheets and holding quarterly meeting with them.

- SSC will represent SS needs in all system-wide SS committee meetings
- SSC will represent college in system-wide Presidential Retreat during the FY2012

- SSC will receive a mid-term deficiency report and disseminate to tutorial coordinator as well as other support service offices.
- SSC will monitor the tutorial program by collecting data and reporting to VPSS on a monthly basis.

**Outcome: 100% of SS staff will be practicing quality customer services to students and community**

**Objective 2:** Student Services will continue to ensure and provide quality customer services to the students and community.

Strategies: Provide in-house training on quality customer services and coordinate activities of the support services offices to the students and community.

- Conduct 3 Customer Service training sessions for the SS staff during FY 2012.
- Monitor student's complains/needs/request with support services offices supervisors on a weekly basis.
- Monitor tutorial program services with tutorial coordinator
- Hold student's general assembly once a month
- Conduct 3 Student Satisfactory survey at the end of every semester
  
- SSC will monitor and coordinate all SS offices proposed in-house training/mini-workshops on the following: OAR-training of SIS/Myshark and Registration procedures; FAO- workshops on FAFSA and requirements; PCC, SHC , and Counseling Office—awareness and presentations on health/social issues; SAO-on SBA's extra curricular activities.
  
- SSC will hold monthly meetings with SS staff for updates and reporting on progress of programs and services.
  
- SSC will identify all concerns of SSD and submit for action to management council every month during FY 2012
  
- SSC will make a routine office visit to all SS offices on a daily basis.

**Objective 3:**

**Objective 4:**

**Administrative Objectives Should be Constructed Based on *Currently Existing Services*:**

Worksheet: Administrative #1

Name of Unit will

Provide  
Improve  
Decrease  
Increase  
Provide quality  
etc. (see Bloom's taxonomy)

Name of Current Service

Client

... will be satisfied with

Name of Current Service

Students attending

AES Services  
Tutoring  
Academic Advising  
Workshops                      will  
Counseling Services  
Etc.

Verb+ objective

Improve  
Increase  
Understand  
Etc.

### Administrative and Support Units Assessment Plan

SS Coordinator office

Fall 2011-Summer 2012

**Unit/Office/Program****Assessment Period Covered** **Formative Assessment**

October 2010

 **Summative Assessment****Date Submitted**

<b>Institutional Mission/Strategic Goal:</b>
<b>Mission:</b> Historically diverse, uniquely Micronesian and globally connected, the College of Micronesia-FSM is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.
<b>Strategic Goal (which strategic goal(s) most support the services being provided):</b>
#2. Provide institutional support to foster student's success and satisfaction.
#3. Create an adequate, healthy and functional learning and working environment.
#9. Provide for continuous improvement of programs, services and college environment.

<b>Administrative Unit/Program Mission Statement :</b>
To provide and enhance a positive learning environment for student success at Chuuk Campus.

<b>Administrative Unite/Program Objectives:</b>
Improve and support quality customer service to our student at Chuuk Campus.
Ensure continuous improvement of programs and services for the students at Chuuk Campus

Evaluation questions	Data sources	Sampling	Analysis
<u>Objective 1:</u> a. Have 100% of SS staff practiced quality service to the students?	SIS data by IRPO Students Satisfactory Survey		
<u>Objective 2:</u> b. Have our programs and services been improving to retain and graduate our students at Chuuk Campus?	SIS data Data by IRPO Student Satisfactory Survey		

**Timeline**

Activity	Who is Responsible?	Date

<p>Continue to ensure and provide quality customer services to the students and community.</p> <p>Strategies: Provide in-house training on quality customer services and coordinate activities of the support services offices to the students and community.</p> <ul style="list-style-type: none"> <li>• Conduct 3 Customer Service training sessions for the SS staff during FY 2012.</li> <li>• Monitor student's complains/needs/request with support services offices supervisors on a weekly basis.</li> <li>• Monitor tutorial program services with tutorial coordinator on recruiting/hiring of tutors, setting up trainings/workshops for tutors and other administrative tasks.</li> <li>• Hold student's general assembly once a month</li> <li>• Conduct 3 Student Satisfactory survey at the end of every semester</li> </ul>	<p>SSC, Consulatants</p> <p>SSC, SS staff &amp; Supervisor</p> <p>SSC, Counselor, Tutoring Program Coordinator</p> <p>SSC,MC members,SBA</p> <p>SSC</p>	<p>FY2012</p> <p>FY2012</p> <p>FY2012</p> <p>FY2012</p>
<p>Ensure continuous improvement of programs and services at Chuuk Campus.</p> <p>Strategies/Action Plans: SSC will coordinate and update SS office's services by collecting and disseminating data and reports on a monthly basis and weekly through monthly staff meetings and weekly supervision meeting with SS office head/supervisors.</p> <ul style="list-style-type: none"> <li>• SSC will hold monthly meetings with SS staff for updates and reporting on progress of programs and services. -There two (2) monthly meetings for SSD, 1<sup>st</sup> Friday and last Friday of a month.</li> <li>• SSC will represent SS needs in all system-wide SS committee meetings</li> <li>• SSC will represent college in system-wide Presidential Retreat during the FY2012</li> <li>• SSC will identify all concerns of SSD and submit for action to management council every month during FY 2012</li> <li>• SSC will receive a mid-term deficiency report and disseminate to tutorial coordinator as well as other support service</li> </ul>	<p>SSC</p> <p>SSC</p> <p>SSC</p> <p>SSC</p> <p>SSC</p>	<p>FY 2012</p> <p>FY2012</p> <p>FY2012</p> <p>FY 2012</p> <p>FY 2012</p>

<p>offices.</p> <ul style="list-style-type: none"> <li>• SSC will monitor the tutorial program by collecting data and reporting to VPSS on a monthly basis.</li> <li>• SSC will monitor and coordinate all SS offices proposed in-house training/mini-workshops on the following: OAR-training of SIS/Myshark and Registration procedures; FAO- workshops on FAFSA and requirements; PCC, SHC , and Counseling Office–awareness and presentations on health/social issues; SAO- on SBA’s extra curricular activities.</li> <li>• SSC will make a routine office visit to all SS offices on a daily basis.</li> </ul>	SSC,TPC	FY 2012
	SSC, Staff	FY2012
	SSSC	FY 2012

**Comments:**