

Pohnpei Campus Student Services
Assessment Report
SY 2006-07

1. Did Pohnpei Campus Student Services process student records and requests in a timely manner?

- **Means of Assessment - Progressive Reports in Meetings and Monthly Updates / Reports:**

The Office of Student Services Coordinator will improve the flow of information by monitoring the various offices' process of reporting to assure they are in conformity to the set timetable and deadlines. The reports include Enrollment Reports, Pell Transfers, Mid term Deficiency Reports, Health Reports, Activities Calendars, Schedules and Reports, Revenue Reports, Student Body Association Reports, Minutes of Meetings, Concerns from community members, faculty, staff and students, Request forms, Disciplinary process reports and etc...

Criterion: 100% of issues received or discussed will be documented.
100% of all unresolved matters will be given a deadline

Summary of Assessment Data: Financial Aid Office, OAR, Counseling, Health and Recreation were part of the 12 monthly meetings on the first Tuesday on the month. In summer, all student services offices were integral part of the Prep Committee for the 2006-07 School Year which met on a weekly basis in June and July, 2006. The Prep Committee laid out the registration and orientation map including dates and action plan of the next school year.

Analysis of Results: The catalog has always been the guideline for designated deadlines. In the absence of deadlines for the Student Services, the Office of SS Coordinator takes the lead in establishing timetables pragmatic to both the staff and the students.

2. What is the level of satisfaction of students, faculty, staff, and key stakeholders with Pohnpei Campus Student Services?

- **Means of Assessment - Registration Survey for the Overall Student Services:**

Criterion: 80% of the students taking the services, trainings or workshops will be satisfied with the contents of Pohnpei Campus services and by the way they are treated by the Student Services is our benchmarked

Summary of Assessment Data: The average of all the descriptions of services appraises just above our objective of 80%.

Analysis of Results: Vigorously try to formulate more surveys that are concentrated to the services. In recap meetings, we recognize the need to be candid and open-minded with the results by understanding that 80% of satisfactory may not purport quality services.

3. How did Student Services contribute to student success?

- **Means of Assessment – Enrollment Plan**

Criterion: 80% of the students will be able to conceptualize the teaching, training and coaching they encounter with the Student Services staff.

Summary of Assessment Data: The Pohnpei Campus student services built a team with shared vision. Together, they joined in administering the COMET, joined in recruiting in the local high schools, registered and oriented 350 new students along 250 more of the continuing students in fall 2006, advised and counseled them, supported them to get financial assistance, maintained their grades, provided them with tutorial support, represented their interests, made sure they are in the right programs, provided activities and sports opportunities for them, provided them means to be healthy and ensured they complete their programs.

Analysis of Results: Quantify some component of the services to see where the areas of improvement may be. Take advantage of the assessment to create ground-breaking ideas to improve our services.

1. Did Pohnpei Campus Student Services Admissions and Records process student records and requests in a timely manner?

• **Means of Assessment: Student Enrollment Report for SY 2006-2007**

Criterion: 90% of student files and records for all enrolled students will be collected and submitted to the NC OAR two week after the drop/add period.

Summary of Assessment Data: Following are the dates and documents that were transferred to National Campus OAR during SY 2006-2007

Fall 2006 September 29, 2006	690 Registration cards and Add/Drop forms
Spring 2007 January 31, 2007	485 Registration cards and Add/Drop forms
Summer 2007 June 22, 2007	186 Registration cards and Add/Drop forms

Analysis of Results: A weekly follow-up to the National Campus OAR and FAO is critical to make sure all the records are received, checked and processed.

• **Means of Assessment: Student Admission Application File**

Criterion: 100% of required documents for new students will be collected by the end of the first semester. Required documents include Application for Admission with \$10 admission fee, high school transcript/ diploma or GED equivalency (certificate or test scores), Health Examination forms and Birth Certificates

Summary of Assessment Data: Following are the dates and documents that were transferred to National Campus OAR during SY 2006-2007:

September 29, 2006	308 complete files
October 03, 2006	03 complete files
November 27, 2006	03 complete files
January 31, 2007	15 complete files

Analysis of Results: Communicate with new students and their advisors the importance of providing complete documentation in a timely manner.

• **Means of Assessment: Evaluation Request for Graduation Candidates**

Criterion: 100% of students who meet the graduation requirements will apply for evaluation four weeks after registration.

Summary of Assessment Data: Date and number of Application for Graduation

Mid year Graduation

September 04, 2006 14 Application

October 01, 2006 01 Application

October 03, 2006 03 Application

Spring Graduation

January 31, 2007 09 Application

February 05, 2007 01 Application

February 06, 2007 01 Application

The delay in processing 4 applications in fall and 2 applications in spring was due to delayed response from the students and their advisors.

Analysis of Results: Presentation to advisors during faculty meeting at the outset of a term to emphasize the importance of reviewing of the second year students' IDP and submitting evaluation applications before the designated deadline.

2. What is the level of satisfaction of students, faculty, staff, and key stakeholders with Student Services OAR at COM Pohnpei campus?

- **Means of Assessment: Registration Survey for OAR Services**

Criterion: 80% of the responses will indicate satisfied and very satisfied

Summary of Assessment Data: After orientation and registration of fall 2006 on 08/15/2006, in response to the helpfulness of the OAR staff, 51% of respondents indicated very satisfied and 33% indicated they were satisfied, 84% total. After orientation and registration of spring 2007 on 01/11/07, in response to the helpfulness of the OAR staff, 46.8% of respondents indicated very satisfied and 36.3% said they were satisfied, 83.1% total.

Analysis of Results: There is a question of sincerity in the survey. Not that we are dissatisfied with our services, but we want to be certain without any reservations that our services meet the students' satisfaction. Students will be picked randomly by someone from other department of the Campus or the Student Body Association to answer the surveys.

3. How did Student Services OAR contribute to student success?

- **Means of Assessment: Individual Development Plan (IDP)**

Criterion: 100% of all regular degree bound and certificate bound students will have their plan set for them inclusive of courses requirements to complete within the 150% term of their programs.

Summary of Assessment Data: Prior to fall 2006, the Pohnpei Campus Student Services made it a priority to update all active students (dated back to previous 5 years). When new students start, all together along with students who had attended since 2001 had their IDP streamlined. Not all students have current information on their IDP is due to transferring back and forth between National Campus and Pohnpei Campus.

Analysis of Results: Continue to communicate the importance of IDP in meetings with faculty and advisors. Incorporate IDP Training in orientation of new faculty. Work with VPSS and Director of OAR to formulate a system of IDP information sharing.

1. Did Pohnpei Campus Student Services Financial Aid Office process student records and requests in a timely manner?

- **Means of Assessment – Student Financial Assistance Collection**

Criterion: 95% of the students will be required to submit the following documents to determine financial aid eligibility and award amount for SY 2006-2007. Exception of staff enrollees, students on financial aid suspension and students under the new unclassified status per policy passed prior to fall 2006. In the absence of established timetable, submission of these documentations is valid throughout the semester.

Summary of Assessment Data: Listed are the required documents: Birth certificate or valid passport, High School transcript or diploma, Income statement or verification and COM-FSM Application for Financial Assistance.

These documents after collected and packaged are then sent to the National Campus FAO for determination of eligibility and final awarding. These student assistance awards vary based on student status and needs. Below is a breakdown on submissions during SY 2006-2007.

Fall 2006

<u>Seq</u>	<u>Date</u>	<u>Document</u>	<u># of files</u>
1	10/04/2006	Transmittal #1	177
2	10/06/2006	Transmittal #2	132
3	10/13/2006	Transmittal #3	81
4	10/19/2006	Transmittal #4	64
5	10/27/2006	Transmittal #5	44
6	11/17/2006	Transmittal #6	41
7	12/04/2006	Transmittal #7	17
8	12/11/2006	Transmittal #8	8
9	12/14/2006	Transmittal #9	4
10	12/19/2006	Transmittal #10	7
11	12/22/2006	Transmittal #11	2
		TOTAL	577

Spring 2007

1	2/08/2007	Transmittal #1	441
2	2/22/2007	Transmittal #2	21
3	3/08/2007	Transmittal #3	3
4	3/28/2007	Transmittal #4	3
5	5/08/2007	Transmittal #6	1
		TOTAL	469

Analysis of Results: Presentation during student orientation to reiterate the importance of submission of required documents within designated deadlines. Communicate on bulletin and in student assembly reminding students to submit their outstanding documentation. It is our sound recommendation to Financial Aid Administrator to formulate deadlines for FAO system wide.

2. What is the level of satisfaction of students, faculty, staff, and key stakeholders with Student Services Financial Aid Office at Pohnpei Campus?

- **Means of Assessment: Registration Survey for FAO Services**

Criterion: 80% of the responses will indicate satisfied and very satisfied

Summary of Assessment Data: After orientation and registration of fall 2006 on 08/15/2006, in response to the helpfulness of the Financial Aid staff, 58% of respondents indicated very satisfied and 30% indicated they were satisfied, 88% total. After orientation and registration of spring 2007 on 01/11/07, in response to the helpfulness of the Financial Aid staff, 53% of respondents indicated very satisfied and 31.8% said they were satisfied, 84.8% total.

Analysis of Results: There is a question of sincerity in the survey. Not that we are dissatisfied with our services, but we want to be certain without any reservations that our services meet the students' satisfaction. Students will be picked randomly by someone from other department of the Campus or the Student Body Association to answer the surveys.

3. How did Pohnpei Campus Student Services Financial Aid Office contribute to student success?

- **Means of Assessment: Pell Transfer**

Criterion: 80% of the students receive their Pell grant awards prior to the completion of the current semester. Below is a breakdown of student award Pell transfers for SY 2006-2007:

Summary of Assessment Data: 95% or 574 students awarded Pell Grant in fall 2006 and 84% or 421 students awarded Pell Grant in spring 2007

Fall 2007

Seq	Date	Transfer	Amount	# of students
1	10/13/2006	11	\$ 110,871.00	57
2	10/16/2006	12	\$ 228,312.00	120
3	10/17/2006	15	\$ 56,202.00	69
4	10/20/2006	16	\$ 167,298.00	87
5	11/2/2006	22	\$ 84,678.00	45
6	11/16/2006	31	\$ 38,546.00	25
7	11/21/2006	33	\$ 115,407.00	65
8	11/23/2006	35	\$ 10,634.00	8
9	11/28/2006	37	\$ 34,934.00	21
10	12/4/2006	42	\$ 18,731.00	11
11	12/6/2006	48	\$ 2,531.00	2
12	12/7/2006	49	\$ 32,909.00	19
13	12/13/2006	56	\$ 4,051.00	4
14	12/21/2006	57	\$ 39,997.00	24
15	12/29/2006	61	\$ 30,377.00	17
		TOTAL	\$ 975,478.00	574

Spring 2007

1	3/9/2007	72	\$ 623,504.00	318
2	3/14/2007	76	\$ 15,824.00	9
3	3/23/2007	78	\$ 27,019.00	14
4	3/26/2007	80	\$ 24,807.00	12
5	3/29/2007	83	\$ 20,250.00	10
6	4/4/2007	85	\$ 31,894.00	16
7	4/11/2007	90	\$ 20,253.00	13
8	4/19/2007	94	\$ 6,581.00	4
9	4/23/2007	97	\$ 5,569.00	3
10	4/26/2007	101	\$ 3,543.00	2
11	5/1/2007	107	\$ 3,543.00	3
12	5/8/2007	114	\$ 3,544.00	2

13	5/18/2007	122	\$ 2,025.00	1
14	5/23/2007	126	\$ 19,239.00	11
15	5/30/2007	127	\$ 5,063.00	3
		TOTAL	\$ 812,658.00	421

Analysis of Results: Seek other source of funding assistance for students who exceeds the 150% maximum term of attendance. It has become a trend for students to maximize their term before spring semester of their second year.

1. Did Pohnpei Campus Student Services, Counseling Office, process student records and requests in a timely manner?

- **Means of Unit Assessment: Academic Advisement Accounts:**

Two weeks (10 work days) after the last day of registration for every fall semester, the counseling office compiles and posts on the advisement board/window a listing of the names of all registered students along with the names of faculty members who will serve as their academic advisors for the semester. The lists are modified in the subsequent spring semester of the same school year to reflect changes in the enrollment and faculty turnover.

Criterion: 100% of registered Pohnpei Campus students will be assigned academic advisors 10 work days after the last day of registration during every fall semester.

Summary of Assessment Data:

Fall 2005

The last day of registration was August 26, 2005. The counseling office posted advisement lists on September 18, 2005 (14 work days after last day of registration). Out of the 620 students who enrolled that semester, 595 students, about 96% were assigned academic advisors.

Fall 2006

The last day of registration for fall 2006 was August 18, 2006. The counseling office completed and posted advisement lists on September 11, 2006 (15 work days after the last day of registration). Out of an enrollment of 605 students, 512 students, about 85% were assigned academic advisors.

Fall 2007

The last day of registration for fall 2007 was August 21, 2007. The counseling office compiled and posted advisement lists on September 21, 2007 (21 work days after the last day of registration). Out of the 597 students enrolled that semester, 572 students, about 96% were assigned academic advisors.

Analysis of Results: Establish set of timelines for processing advisement lists as early as possible. Recommend a system wide Set of Timeline for Counseling Services.

2. What is the level of satisfaction of students, faculty, staff, and key stakeholders with Student Services, Counseling Office, at COM-FSM Pohnpei campus?

- **Means of Assessment: Registration Survey for Counseling Services**

Criterion: 80% of the responses will indicate satisfied and very satisfied

Summary of Assessment Data: After orientation and registration of fall 2006 on 08/15/2006, in response to the helpfulness of the Counseling staff, 47% of respondents indicated very satisfied and 33% indicated they were satisfied, 80% total. After orientation and registration of spring 2007 on 01/11/07, in response to the helpfulness of the Counseling staff, 44.9% of respondents indicated very satisfied and 33.1% said they were satisfied, 78% total.

Analysis of Results: The result used is from the advising of students during registration. Results do not relate to the direct services of the counselors. There is a need to formulate survey for services and use a suggestion box method to conduct surveys. 78% falls below our objective to get 80% satisfaction; trainings are needed to recruit more advisors in registration assembly line.

3. How did Student Services Counseling Office contribute to student success?

- **Means of Assessment – Counseling Session Log**

The counseling office keeps records of sessions that each counselor has with students. Daily logs of visits by students are kept for reference and reporting purposes. The purposes of students’ visits involve academic matters, personal matters and other matters affecting students’ studies.

Criterion: The counseling office will assist 100% of all students who come to the office to seek help.

Summary of Assessment Data:

Record/logs of student visits during SY 2006-2007

Purpose of visit	# Of students	
	Fall 2006	Spring 2007
Academic	363	348
Discipline	14	9
Personal	1	1
Career	0	0
Transfer	0	2
Other	22	17
Total	400	377

Analysis of Results: Sponsor annual Career Day to get more students to begin thinking of their future career. Get more instructors to take their class to visit work sites. Expand the work study program to the various working place in the community.

1. Did Pohnpei Campus Student Services Health and Recreation process student records and requests in a timely manner?

- **Means of Assessment - Student Health Records for SY 2006-2007:**

Criterion: 90% of students will submit completed health examination forms in the beginning of fall and spring semester.

Summary of Assessment Data:

593 of 600 students enrolled of submitted their health forms to OAR. 8 students exceeded the designated dates. 5 are duo students of National and Pohnpei Campus. 3 are staff taking courses. 91% were completed on time.

Analysis of Results: 09/30/2006 Continue to get information out to the students and put strong emphasis on the importance of completing their health forms on time.

2. What is the level of satisfaction of students, faculty, staff, and key stakeholders with Pohnpei Campus Student Services?

- **Means of Assessment – Enrichment in Health and Environment:**

Criterion: 90% of students will express their satisfactory of the contents and methodology of the presentations.

Summary of Assessment Data:

Date	Time	Topic	Guest presenter	# students completed and indicated their satisfaction
Jan 18, 2006	3 pm	U.S. Sequoia coast guard crew		46 students
January 23, 2006		Leadership training	Mr. Bill M. Brandon	24 students
March 22		Cervical Cancer	Dr. Bikus Lazuta OB-GYN	66 students
March 23	11 am	The Terminal	Movie showing	17 students
April 20	12:00 to 1:00 pm	CLIMATE VARIABILITY AND CHANGE	Dr. Cheryl L. Anderson	23 students
September 7 2006	11:30 – 1 pm	LOCAL MEDICINE AND WESTERN MEDICINE	Dr. Roberta Lee	22 students
November 14 & November 17	9- 12 noon	Diabetes and complications screening and presentation	Public health	50 students
November 29, 2006	11:45-12:45	THE MICRONESIAM CHALLENGE	Willy Kostika	29 students
January 16 2007	11:45- 12:30	Principled leadership	Brandon bill	38 students
February 9, 2007	9- 12	Health visit	Med pharm staff	21 students
October 11, 2007	9-12	eye screening	Thomas Baker	32 students
Oct. 12 07	11-30- 1 pm	Isokelekel	Movie showing	33 student
Oct. 19 07	11:30- 1 pm	Taimwan	Movie showing	32 students
October 25, 2006	11:30 – 1pm	Q and A for GOV and Lt. Gov	Q and A forum	57 students
	6pm- 8pm	Q and A for GOV and Lt. Gov	Q and A forum	13 students
October 31, 2007	11:30 – 1pm	Lunch time music jam	Mochochuk	48 students
November 30 07	11:30- 1 pm	Lunch time Music jam	Yano and gang	52 students

Analysis of Results: Need to formulate survey forms for Health Services. Create more multi faceted array of presentations and formulate focused surveys.

3. How did Student Services Health clinic contribute to student success?

- **Means of Assessment – Health Screening Log:**

Criterion: 75% of all students will be screened from doctors and specialists for physical or mental examination to assure good health conditions, an important attribute to their success.

Summary of Assessment Data – Visiting Experts Log

Clinic name	By whom	Purpose/ Test done	# of students sign- up
Bersyn Community Health Center	Bersyn Community Health Center Staff	Prostate Specific Antigen(PSA) Cancer screening of prostate for men, Helicobacter Pylori (H Pylori) stomach infection associated with stomach Ulcer, streptococcus Alpha(Throat Infection), Complete Blood Count (CBC), and Cholesterol check; High Density Lipoprotein (HDL Good Cholesterol), Low density Lipoprotein(LDL bad Cholesterol) and Triglycerides	22 students
June 13 2006 Med Pharm	Med Pharm staff	Blood screening	27 students
November 14, 2006 Public Health	Public health nurses	Diabetes screening	50 students
February 9, 2007 Med Pharm clinic	Med pharm staff	Medical check up and eye check up	21 students
October 8, 2007 Dr. Thomas Baker	Lions club	Eye check- up and eye glass prescription	36 students

Analysis of Results: Improve the bind with the existing partners in the medical field and seek for additional relevant partners as needed