

**Administrative and Support Units
Assessment Plan**

Office of the Vice President for
Student Services

FY 2008 (10/1/07 – 9/30/2008)

Unit/Office/Program

Assessment Period Covered

Formative Assessment

Summative Assessment

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):

SPG2: Provide institutional support to foster student success and satisfaction.

- a. Promote strategic enrollment management for the College of Micronesia-FSM
- b. Become more student-centered in the development of specific college system policies and procedures.
- c. Promote timely college tenure and graduation of students with mastery of array of core learning objectives, including civic-mindedness and self-value.
- d. Develop a student-friendly campus environment that encourages and enables student to be health conscious.

Administrative Unit/Program Mission Statement: The Office of the Vice President for Student Services promotes student success and supports student learning with an increased sense of value and importance it holds for the enhancement of all aspects of student life and learning at the College of Micronesia-FSM by:

- Offering high quality and accessible services that facilitate their transition or re-entry to College life and their progress through their studies, and to help them overcome obstacles that may impede their ability to have a successful and enjoyable student experience in a program at COM-FSM;
- Interacting with the College as a whole and its various levels of governance (e.g., student leadership, [student government and clubs], cabinet, the committees, state campus directors, & student service coordinators) to assure and enhance the quality of student life;
- Educating students to make seasoned and well-informed choices to acclimate students to the campus and surrounding community;
- Providing information and assistance concerning academic policies, procedures, requirements, programs, and registration;
- Serving as a campus information and referral agent; and
- Promoting student engagement through student life programs.

Administrative Unit/Program Objectives:

Objective 1: Office of the VPSS will improve implementation and monitoring of the new tutoring program by establishing a set of qualification criteria and guidelines for hiring tutors;

developing application forms for tutors and referral forms for tutees, and consulting with the program coordinators (DAP & Lead Counselor/Student Services Coordinators) on the tutoring program progress

Objective 2: Office of the VPSS will review, update, strengthen and enforce all student services policies by having routine semester review of all policies; publicizing all policies in student handbook and the catalog; educating the college community; and work with staff to enhance the enforcement of the student services policies.

Objective 3: Office of the VPSS will develop and implement the enrollment management and recruitment plan by using the Noel Levitz framework for developing Enrollment Management Plan; reviewing SIS for data, and using the Noel Levitz retention funnel approach.

Evaluation questions	Data sources	Sampling	Analysis
1. Did VPSS implement and monitor the new tutoring program?	Log sheets time sheets Instructors referral forms Contact hours	All intake and contact sheets in FY08	Descriptive statistics
2. Did VPSS review, update, and enforce the student services policies?	Printed pamphlets/brochures Surveys Records of disciplinary memos to students Disciplinary action memos Campus Security Policy Violation Citations Counseling records	Student records Counseling logs Citations	Descriptive statistics
3. Did VPSS develop and implement the enrollment and recruitment plan?	Enrollment plan Recruitment records/visits to schools/community Meeting minutes	All contact records Minutes Trip Reports	Descriptive statistics

Timeline

Activity	Who is Responsible?	Date
Data collection	VPSSO, Counselors, IRPO, DAP	On going
Information Dissemination	VPSSO, SSC, DSL, Campus security, Counselors	After completion of data collection, assessment plan

Alcohol & betel nut, Admission Policies, Financial Aid Policies,	VPSS, College community, FAO, OAR, Admissions Board	On going
Enrollment/Recruitment Plan	VPSS, VPIA, IRPO	September 2008

Comments:

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VPSS

Fiscal Year 2008

Unit/Office/Program

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Administrative Evaluation Question (Use a different form for each evaluation question):

Did Vice President of Student Services review and update all student services policies?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ia. Means of Unit Assessment & Criteria for Success:

Printed materials: College of Micronesia-FSM General Catalog (2007-2009). All student services policies are itemized and illustrated.

Student Service Handbook/Planner (2008-2009) All student services policies are summarized in the handbook.

Ia. Summary of Assessment Data Collected:

The current catalog (2,000 copies) was distributed to all campuses and given to all students during the orientation week.

The current handbook (500 copies) was distributed to all incoming freshmen during fall 2008 orientation.

Ia: Use of Results to Improve Unit Services:

Plans to print more handbooks to be given to all campuses to be distributed to all students The handbook are printed in color this year to make it more appealing to students to use.

The Student Services Committee is currently reviewing the Alcohol, Betel Nut, Drug, and Violence Policies for improvement.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ib. Means of Unit Assessment & Criteria for Success:
Surveys

Ib. Summary of Assessment Data Collected:
No data

Ib. Use of Results to Improve Unit Services:
Begin collecting data

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ic. Means of Unit Assessment & Criteria for Success:
Records of disciplinary actions to students

Ic. Summary of Assessment Data Collected:
Collection of data is on going

Ic. Use of Results to Improve Unit Services:
Collecting and analyzing data

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VPSS

Unit/Office/Program

 Formative Assessment Summative Assessment

Fiscal Year 2008

Assessment Period Covered

July 31, 2008

Date Submitted

Administrative Evaluation Question (Use a different form for each evaluation question):

Did VPSS implement and monitor the new tutoring program?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ia. Means of Unit Assessment & Criteria for Success:
Log sheets/time sheets are used to keep track of the hours students being tutored

Instructors' referral forms are used to determine that the student is an at-risk student in the verge of being dropped out of the class and also to determine the classes or courses the student needs tutoring services.

Contact hours are the total number of hours the tutors spent in preparation for each tutoring session.

Ia. Summary of Assessment Data Collected:

There were 14 tutors that tutored 173 students with 1,470 contact hours. The total number of instructors referred students was only 10. This means that we need to have more instructors referring students.

Additionally, there were two tutoring groups in MS096. Instructor conducted group tutoring in his classroom.

The following data shows the number of students being tutored from each state:

<i>Date</i>	<i>State</i>	<i># of Tutees</i>
<i>Oct 30-Dec 12, 2007</i>	<i>Pohnpei</i>	<i>5</i>
<i>Jan 27, 2008-May 3, 2008</i>	<i>Pohnpei</i>	<i>31</i>
	<i>Chuuk</i>	<i>2</i>
	<i>Kosrae</i>	<i>1</i>
<i>Jun 02, 2008-Jul 12, 2008</i>	<i>Pohnpei</i>	<i>17</i>

The data below is from the National Campus. At this time, only Pohnpei Campus has implemented the tutoring program beside National Campus.

<i>Date</i>	<i># of Tutors</i>	<i># of Tutees</i>	<i># of Contact Hours</i>	<i># of Instructor Referrals</i>
<i>10/30/07 to 12/12/07</i>	<i>4</i>	<i>36</i>	<i>77 hrs. & 57 min.</i>	<i>4</i>
<i>01/27/08 to 05/03/08</i>	<i>5</i>	<i>86</i>	<i>925 hrs. & 55 min.</i>	<i>2</i>
<i>06/02/08 to 07/12/08</i>	<i>5</i>	<i>51</i>	<i>466 hrs. & 10 min.</i>	<i>4</i>
<i>Total</i>	<i>14</i>	<i>173</i>	<i>1,470 hours & 2 min.</i>	<i>10</i>

Ia: Use of Results to Improve Unit Services:

Plans to work with instructors to refer more at-risk students.

Plans to do more advertising of the tutoring program on campus to attract more walk-in students.

Plans to implement the tutoring program at Yap, Chuuk, and Kosrae Campuses.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ib. Means of Unit Assessment & Criteria for Success:

Ib. Summary of Assessment Data Collected:

Ib: Use of Results to Improve Unit Services:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ic. Means of Unit Assessment & Criteria for Success:

Ic. Summary of Assessment Data Collected:

Ic: Use of Results to Improve Unit Services:

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Administrative Evaluation Question (Use a different form for each evaluation question):

Did Vice President of Student Services develop and implement the enrollment & recruitment plan?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ia. Means of Unit Assessment & Criteria for Success:

Enrollment Management Plan – The Enrollment Management Plan Working Group was tasked to develop and implement the plan by the middle of September 2008. The work is in progress.

Ia. Summary of Assessment Data Collected:

See Meeting Minutes of August 1, 2008. Second meeting is scheduled to take place on August 15, 2008. The target is to meet every Friday to develop a draft plan.

Ia: Use of Results to Improve Unit Services:

The work is on going to develop and implement the Enrollment Management Plan.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ib. Means of Unit Assessment & Criteria for Success:

Recruitment records/visits to schools and communities
<i>Ib. Summary of Assessment Data Collected:</i> Not sufficient data
<i>Ib. Use of Results to Improve Unit Services:</i> Data collection is on going

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

<i>Ic. Means of Unit Assessment & Criteria for Success:</i> Meeting minutes
<i>Ic. Summary of Assessment Data Collected:</i> Same as above
<i>Ic. Use of Results to Improve Unit Services:</i> On going