

Unit Assessment Report - Four Column

College of Micronesia - FSM

C - administrative - VPSS Office

Mission Statement: The Department of Student Services' mission is to promote student development and leadership by providing quality programs and services that fulfill the diverse educational, recreational, social, and multi-cultural needs of the student population and the college community.

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>C - administrative - VPSS Office - 2013-2014 VPSS Outcome 1 - AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement.</p> <p>AUO Assessment Cycle: 2013 - 2014</p> <p>AUO Status: Active</p>	<p>Assessment Strategy: To support a culture of inquiry, continuous improvement, and data informed decision-making, coordinate ongoing and systematic assessment and review processes of student support services of the college as part of overall institutional effectiveness processes.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 100% of AUs under the department of student services complete (a) 2012-2013 program assessment, (b) 2013-2014 program assessment, and (c) 2012-2014 program review</p>	<p>06/28/2014 - Program Assessment and Program Review The college has set a direction that requires it to continuously improve programs and services. As a result, all departments and units must conduct annual program assessments or biennial program reviews.</p> <p>2012-2013 and 2013-2014 Program Assessments The college has set a direction that requires it to continuously improve programs and services. As a result, all departments and units must conduct annual program assessments.</p> <p>AUs under the college's department of student services completed their program assessments for cycles 2012-2013 and 2013-2014. Assessment reports are accessible from the college's TracDat. These AUs include:</p> <ol style="list-style-type: none"> 1. Office of the Vice President for Student Services 2. Financial Aid Office 3. Office of Admissions, Records and Retention 4. Counseling Services 5. Student Life which includes (a) Office of the Director of Student Life, (b) Sports and Recreation, (c) Residence Halls, and (d) Health Services 6. Peer Counseling Center <p>2012-2014 Program Review The college has set a direction that requires it to continuously improve programs and services. As a</p>	<p>07/17/2014 - With the reporting structure especially in terms of student services units at the state campuses, collaborate with the Office of the VP for Instructional Affairs on the option that assessment of student services at the state campuses be reported under the appropriate student services units, e.g., for counseling services at the State Campuses reported under counseling services at the National Campus, for FAO at the state campuses to be reported under FAO at the National Campus, and others.</p> <p>Additionally, the Office of the VP for Student Services to coordinate with the Assessment Coordinator and the Institutional Research and Planning Office to create individual accounts in the TracDat for Residence Halls, Sports and Recreation, Health Services, and Student Life in lieu of the current structure.</p> <p>Office of the VP for Student Services shall facilitate in-house training to unit supervisors and staff on program assessment and review to ensure continued effectiveness of units in terms of assessing their</p>

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		<p>result, all departments and units must conduct biennial program reviews.</p> <p>AUs under the college's department of student services completed their 2012-2014 program reviews.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2013 - 2014</p>	<p>programs and services.</p> <p>Office of the VP for Student Services shall collaborate with the Office of the VP for Administrative Services, and the Management Team to launching the second phase of the non-academic program prioritization.</p>
	<p>Assessment Strategy: Design, develop, and implement system and guidelines for intra-departmental reporting to include but by any means not limited to the use of standard reporting formats, and others.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: Standard reporting formats: (a) intra-departmental reporting for AUs, and (b) requesting support and approval of activities for associated student clubs or organizations.</p>	<p>05/03/2014 - Intra-departmental reporting for AUs The Office of the VP for Student Services had designed and developed system and guidelines for intra-departmental reporting that was implemented in March 2014.</p> <p>Specifically, AUs under the department began using a standard monthly reporting template (see Related Document) where they report on accomplishments, outputs or outcomes that directly address ACJCC/WASC IIB, institutional strategic directions, and objectives in the college's Integrated Educational Master Plan that relate to student services as well as institutional student learning outcomes. The template also requires AUs to report identified gaps and actionable improvement plans for each accomplishment (outcome).</p> <p>AUs are required to submit to the Office of the VP for Student Services only the monthly reports every first working Monday of each month, and from these reports, other required reports will be generated by the Office of the VP for Student Services. These other reports include but by any means not limited to quarterly performance, board of regents, and others.</p> <p>Requesting support and approval of activities for associated student clubs or organizations</p>	<p>06/27/2014 - With the reporting structure especially in terms of student services units at the state campuses, collaborate with the Office of the VP for Instructional Affairs on the option that assessment of student services at the state campuses be reported under the appropriate student services units, e.g., for counseling services at the State Campuses reported under counseling services at the National Campus, for FAO at the state campuses to be reported under FAO at the National Campus, and others.</p> <p>Additionally, the Office of the VP for Student Services to coordinate with the Assessment Coordinator and the Institutional Research and Planning Office to create individual accounts in the TracDat for Residence Halls, Sports and Recreation, Health Services, and Student Life in lieu of the current structure.</p> <p>Office of the VP for Student</p>

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		<p>The college has a Student Body Association (SBA) that is fully committed to serving and representing the collective interests of the student body. The SBA council includes the president, vice president, secretary, treasurer, and delegation representatives.</p> <p>During the academic year 2013-2014, the Office of the VP for Student Services registered 19 student clubs and organizations. These student clubs include academic, regional (culture and ethnic heritage), religious, career-related, recreational and sports, and socio-political organizations.</p> <p>From October 2013 to May 2014, the Office also recorded 29 activities organized by registered students and organizations that included community outreaches or services, fund-raisers, social and recreational, and others.</p> <p>The Office of the VP for Student Services had designed, developed and implemented a system for associated student clubs or organizations to request support and approval of their sponsored activities. Particularly, student clubs or organizations are encouraged to actively engage in the assessments of their sponsored activities crucial to fostering the culture of continuous improvement.</p> <p>In requesting support and approval of sponsored activities, associated student clubs or organizations are required to use a standard form that requires them to report the following: (1) succinct description of the activity, (2) target participants, (3) intended objectives or outcomes, (4) targets or criteria of success, and (5) type assessment or methodology. Additionally, relevant documents are also required as attachments to the request, e.g., survey</p>	<p>Services shall facilitate in-house training to unit supervisors and staff on program assessment and review to ensure continued effectiveness of units in terms of assessing their programs and services.</p> <p>Office of the VP for Student Services shall collaborate with the Office of the VP for Administrative Services, and the Management Team to launching the second phase of the non-academic program prioritization.</p> <p>Continue to provide support and services that encourage students to actively engage in co- and extra-curricular activities on campus.</p> <p>Delegate the Director of Student Life to (a) develop and coordinate a master calendar of all co-and extra-curricular activities sponsored or organized by student clubs and organizations; (b) facilitate training to officers of clubs and organizations in terms of the assessments of their sponsored activities; and (c) provide leadership training to officers of clubs and organizations specifically in the areas of organizational and financial management, enhancing organizational productivity, and others.</p>

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		<p>instrument, roster of participants, and others.</p> <p>Associated clubs and organizations are required to submit assessment reports of their sponsored activities.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2013 - 2014</p>	
	<p>Assessment Strategy: Review and revise existing policies and procedures that relate to student services for currency and applicability.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 100% of policies and procedures that relate to student services are reviewed and submitted to the Board of Regents.</p>	<p>06/20/2014 - The Office of the VP for Student Services reviewed all policies and procedures that relate to student services and as compiled in the college's Manual for Administrative Policies and Procedures (MAPP). Review includes classifying policies listed in the 2005 COM-FSM MAPP as: (a) category 1, or policies that need revisions; (b) category 2, or policies that require no revisions; (c) category 3, or policies deem obsolete; and (d) category 4, or those that are not truly policies.</p> <p>The institutional definition of "policy" was used as referenced during the review process. The college defines policy as written expressions of management philosophy and directions, established to provide guidance and assistance to administrators and other members of the COM-FSM community in the conduct of college affairs (MAPP, September 23, 1998).</p> <p>49 policies and procedures that relate to student services in the MAPP fell under category 2; while 15 policies are considered obsolete and therefore need to be eliminated. Though listed in the MAPP as policies, 11 fell under category 4. Several policies also listed in the MAPP fell under category, or requiring revisions to ensure their currency and applicability. The Office of the VP for Student Services is currently working with the appropriate AUs and governance entity to drafting amendments to those policies, and the approval for these amended including new policies subject</p>	<p>07/15/2014 - The Office of the VP for Student Services shall coordinate with the appropriate AUs, standing committee and other governance entities to draft, articulate, and review either new or amendments to policies and procedures relating to student services referenced to the institutional planning calendar.</p>

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		<p>to the institutional timeline set forth in the college's planning calendar.</p> <p>The 64 policies classified as category 2 and 3 including the 11 listed as policies in the MAPP but are not truly policies were presented to the Board of Regents for review during its March 24, 2014 meeting held in Kosrae.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2013 - 2014</p>	
<p>C - administrative - VPSS Office - 2013-2014 VPSS Outcome 2 - Students will engage in active learning and use effective time management to balance academic work with extra-curricular activities.</p> <p>AUO Assessment Cycle: 2013 - 2014</p> <p>AUO Status: Active</p>	<p>Assessment Strategy: Collaborate and coordinate with Instructional Affairs primarily in designing, developing, and implementing the first-year experience seminar training program.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: First-Year Experience course implemented by Fall 2014 (IEMP, AP1, 1.8)</p>	<p>06/11/2014 - While the work on designing and developing is a work in progress, the implementation of the first-year experience seminar training program beginning Fall 2014 semester is uncertain.</p> <p>Target Met: No</p> <p>Reporting Period: 2013 - 2014</p>	<p>07/29/2014 - The Office of the VP for Student Services shall continue to collaborate with the Office of the VP for Instructional Affairs in designing, developing, and implementing the first-year experience training program.</p>
	<p>Assessment Strategy: Coordinate with the department's counseling services, the peer counseling center, student life, and other student services units especially to facilitating workshops or trainings for students in the following areas: time management, value of higher education to both society and to individuals, value of the general education curriculum and the worth of lifelong learning and scholarship, establishing more specific career goals, and others.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: At least four workshops covering the aforementioned areas</p>	<p>06/04/2014 - Calendar of student activities listing the various trainings, workshops, forums, and other activities coordinated by the department is available online.</p> <p>The Office of the VP for Student Services published the 2014 issue of the Student Handbook that provide essential information about: (a) administrative and academic units and contact information, (b) available student support services, (c) academic policies and procedures, (d) student conduct and discipline including pertinent procedures, and (e) calendar of activities. The student handbook is also accessible online.</p> <p>Target Met: Yes</p> <p>Reporting Period:</p>	<p>07/25/2014 - Office of the VP for Student Services to coordinate with Student Life to ensure that the calendar of student activities are routinely updated to include also those activities, workshops, trainings, and forums available for students at the state campuses.</p> <p>Office of the VP for Student Services to coordinate that activities, workshops, forums, and trainings have syllabi with articulated learning outcomes or objectives that directly address any one of the institutional student learning outcomes. Additionally, all</p>

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		2013 - 2014 Related Documents: 2014-2015 Student Handbook	activities, workshops, forums, and trainings are assessed to measure effectiveness in meeting their articulated outcomes and to identify areas for improvement. Office of the VP for Student Services to coordinate with Student Life especially in conducting survey geared to determining student needs and identifying areas to further advance student engagement.
	Assessment Strategy: Collaborate with the Instructional Affairs and other AUs especially in instituting a "Student Alert Referral System" as an early intervention tool specifically for at-risk students. Assessment Type: Descriptive Statistics Target: A Student Alert Referral System implemented by Fall 2014	07/09/2014 - AU currently uses early-warning and mid-term deficiency notices as ways of informing academic advisors of their advisees who are not academically performing well as of mid-term period. Additionally, the COM-FSM Student Information System (SIS) has been upgraded allowing students and faculty members to view mid-term deficiency grades. Instituting an early alert referral system is still a work in progress and the Office of the VP for Student Services in collaboration with various AUs and academic units hope to have this in place mid-Fall 2014 semester. Target Met: No Reporting Period: 2013 - 2014	07/29/2014 - Continue to work with appropriate AUs and academic units to institute a "Student Alert Referral System" by mid-Fall 2014 semester.