

## Administrative Unit Program Review

AU Full Official Name		<b>Office of the Vice President for Student Services</b>	
Campus	National	AU Review Submission Date	April 28, 2014
Completed by	Joey Oducado Acting VP for Student Services	AU Review Cycle	2012-2014
Supervisor	Joey Oducado Acting VP for Student Services	Date submitted to Supervisor	April 28, 2014

### Mission and Goals

The Institutional Mission, Vision, Core Values, and Goals drive all college's activities. Describe how your unit support each of these

<p><b>Institutional Mission</b></p> <p>The College of Micronesia-FSM is a continuously improving best practices learner-centered institution of higher education committed to the success of the Federated States of Micronesia by providing academic, career, and technical educational opportunities (Approved by the COM-FSM Board of Regents, May 7, 2013).</p>	<p>How the unit support the college's mission:</p> <p>The office provides leadership for and oversight of the operations of the following offices and student services functions: admissions and records; financial aid; counseling and tutoring services; peer counseling; student life (health services, residence halls, and sports and recreation); student clubs, activities and organizations; and the student services functions of all campuses through the vice president of instructional affairs, campus deans/director, and student services coordinators.</p> <p>Under the VP for Student Services, the office serves as a key contributor to policy development and implementation especially those that pertain to student activities and services. It takes the responsibility of ensuring that enrollment management and student services at the college support the achievement of its vision, mission, values and goals. It also assists in coordinating marketing, recruitment, retention activities and working to respond to student needs and fostering student success thereby ensuring that student services at the college support the achievement of its vision, mission, values and goals.</p>
<p><b>Institutional Vision</b></p> <p>College of Micronesia-FSM will provide educational opportunities of the highest quality and will embrace the life-long pursuit of knowledge and the enrichment of diverse Micronesian communities we serve (Approved by the COM-FSM Board of Regents, May 7, 2013).</p>	<p>How the unit support the college's vision</p> <p>The office provides leadership for evaluating and ensuring quality in all aspects of the college's student programs and activities to ensure that accessibility, they support student learning, and advance the accomplishment of the college's mission, vision, core values and directions/goals.</p>
<p><b>Institutional Core Values</b></p> <ol style="list-style-type: none"> <li>1. Learner-centeredness</li> <li>2. Professional behavior</li> <li>3. Innovation</li> <li>4. Honesty and ethical behavior</li> <li>5. Commitment to hard work</li> <li>6. Team work</li> <li>7. Accountability</li> </ol>	<p>How the unit support this</p> <p>The office is committed to promoting academic success and student development by providing an array of learner-centered student support programs and services as enumerated in the preceding section of this report.</p>

Institutional Strategic Goals	How the unit support this
<p><b>1. Focus on student success.</b> The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “access and success” with appropriate career pathways for learners.</p> <p><b>2. Emphasize academic offerings in service to national needs.</b> The College of Micronesia-FSM will increase the number of four-year program opportunities while also strengthening the career and technical educational opportunities for non-college-bound students.</p> <p><b>3. Be financially sound, fiscally responsible, and build resources in anticipation of future needs.</b> The College of Micronesia-FSM will generate diversified revenue sources, create an allied foundation, and accumulate reserves and endowment assets.</p> <p><b>4. Invest in and build a strong capacity in human capital.</b> The College of Micronesia-FSM will support and strengthen faculty, staff, and administrators through establishment of aspirational goals for credentialing and funding professional development and building upon organizational and leadership capacity.</p> <p><b>5. Become a learning organization through development of a learning culture guided by learning leaders.</b> The College of Micronesia-FSM will operate under the assumptions that learning is a skill and is worthy of investment and mastery, and that the communication of information and participatory governance are pivotal to organizational success. There will be support of the time, energy, and resources necessary to foster critical reflection and experimentation towards institutional improvement through double-loop learning and systematic thinking.</p>	<p>The office provides leadership for and oversight of the operations of the following offices and student services functions: admissions and records; financial aid; counseling and tutoring services; peer counseling; student life (health services, residence halls, and sports and recreation); student clubs, activities and organizations; and the student services functions of all campuses through the vice president of instructional affairs, campus deans/director, and student services coordinators.</p> <p>Under the VP for Student Services, the office serves as a key contributor to policy development and implementation especially those that pertain to student activities and services. It takes the responsibility of ensuring that enrollment management and student services at the college support the achievement of its vision, mission, values and goals. It also assists in coordinating marketing, recruitment, retention activities and working to respond to student needs and fostering student success thereby ensuring that student services at the college support the achievement of its vision, mission, values and goals.</p>

**6. Evoke an image of quality.**  
 The College of Micronesia-FSM will be viewed as a model institution for best practices exhibited through quality, excellence, and integrity of both employees and graduates. The college will maintain regional accreditation without sanction for the maximum six-year cycle allowed by the Accrediting Commission for Community and Junior Colleges: Western Association of Schools and Colleges.

**AU Mission, Goals, and Objectives)**

<p>Mission Statement</p> <p>The Department of Student Services' mission is to support student development by providing learner-centered programs and services that fulfill the diverse educational, recreational, social, and cultural needs of student's population and the College's community<sup>1</sup>.</p> <p>_____</p> <p><sup>1</sup>The mission statement as adopted during the department's July 24-25 Summer Summit.</p>	<p>Goals</p> <p>To increase student's satisfaction, access, and success.</p>	<p>Objectives</p> <p><b>2012-2013 Assessment Cycle</b></p> <ol style="list-style-type: none"> <li>1. Student will conduct business of their clubs or associations demonstrating proper and ethical practices.</li> <li>2. Students will demonstrate strong interpersonal skills and respectful relationships with others.</li> </ol> <p><b>2013-2014 Assessment Cycle</b></p> <ol style="list-style-type: none"> <li>1. AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement.</li> <li>2. Students will engage in active learning and use time management to balance academic work with extra-curricular activities.</li> </ol>
--	--	--

**AU Description, Data and Trends Analysis**

<p>Describe the purpose, components, and staffing of the AU</p>	<p>The office provides leadership for and oversight of the operations of the following offices and student services functions: admissions and records; financial aid; counseling and tutoring services; peer counseling; student life (health services, residence halls, and sports and recreation); student clubs, activities and organizations; and the student services functions of all campuses through the vice president of instructional affairs, campus deans/director, and student services coordinators.</p>
---	---

**Current Staffing.** Complete the table below

List each position by classification	Percent of Employment	Months per Year of Employment	Source of Funding	FTE
VP for Student Services	100%	12	Annual Budget	1
Secretary	100%	12	Annual Budget	1

**Other Resources.** Complete the table below

List each position by classification	Services Provided	Number of Hours	Overall Cost	Source of Funding
None	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Utilize the data provided in the above table in a discussion of the appropriateness of the staffing levels of the AU		
See data as reported by AUs under the department of student services.		
How does this AU serve the population of the College?		
These student support programs and services are under the college's department of student services, and they include: (a) admissions, registration and records; (b) financial aid, work-study, and scholarships; (c) guidance and peer counseling including tutoring services; (d) basic health care services; (e) sports and recreation; (f) residence halls; and (g) student activities, clubs and organizations.		
Since the previous AU program review, what significant changes have occurred that impact the services of the AU?		
This is the first program review conducted about the AU. Prior to 2013, the Office evaluates quality of programs and/or services through annual assessments.		
What methods are used to evaluate AU's effectiveness to the population that interacts with it?	What do the results of the above methods of evaluation indicate about the effectiveness of the AU?	How have the results of this analysis been used to make improvements to services provided by the AU?
Annual outcome assessments using surveys, frequency counts, and others	See Appendix A, 2012-2013 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf</a>  See Appendix B, 2013-2014 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf</a>	See Appendix A, 2012-2013 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf</a>  See Appendix B, 2013-2014 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf</a>
Provide any other relevant data that are relevant to this AU program review		
Annual assessments, quarterly performance reports, enrollment data, and other reports.		
<b>Strengths, Weaknesses, Opportunities, Challenges (SWOC)</b>		
Based on analysis in the preceding sections, what are the AU's strengths?	<ol style="list-style-type: none"> <li>1. Diverse and comprehensive array of student support services the support student learning, and advances the achievement of the college's missions, goals and objectives. These student support services include: admissions and records; financial aid; counseling and tutoring services; peer counseling; student life (health services, residence halls, and sports and recreation); student clubs, activities and organizations.</li> <li>2. Student support services are student-centered and that they are available at all campus locations. More so, these services are responsive to student needs and engagement. 2014 CCSEE survey shows a mean (weighted) rating of 68.9 as compared to the mean ratings of 52.1 and 50.0 for small colleges and 2014 cohort, respectively.</li> <li>3. The department promotes culture of evidence and continuous improvement. Even students are engaged in assessments of their sponsored or organized activities.</li> <li>4. Student-centered programs and services that promote a sense of community. In the 2014 CCSSE survey, 59.1 of the 537 students (sample) who responded to the question "How much does this college emphasize each of the following: providing the support you need to thrive socially" signified "very much" while 31.4 and 24.9 expressed "quite a bit" and "some," respectively; 10.9 indicated "very little." More on CCSSE, see 9c, and 9d.</li> <li>5. In summer 2014, the department organized a Summer Summit and through extensive and purposeful dialogue revisited its mission statement, and introduced revisions to further align it with the college's mission statement, strategic directions, IEMP objectives, etc.</li> <li>6. The department offers student support services that are available at all campuses.</li> </ol>	

Based on analysis in the preceding sections, what are the AU's weaknesses?	<ol style="list-style-type: none"> <li>1. Budget cutbacks</li> <li>2. Most, if not all, of the units under the department are under-resourced attributing to budget cutbacks as result of declining enrollment and other factors. As results of the 2010 job-audit's findings and recommendations, several positions were eliminated. While the recommendation for eliminating position may yield to some "savings" in terms of spendings on salaries and compensations; a question whether such recommendation is apt especially in an educational setting.</li> <li>3. The department's current "reporting to" structure.</li> <li>4. Assessments and program review processes lack integration.</li> <li>5. Capacity building: student support services staff.</li> </ol>
Based on analysis in the preceding sections, what opportunities existing for the AU?	<ol style="list-style-type: none"> <li>1. Recruitment and strategic enrollment management plan development specifically with the optimism to address the college's enrollment challenges.</li> <li>2. Expanding the cross-training program for support services staff: intra- and inter-department cross training in collaboration with other departments.</li> <li>3. A one-stop student services center.</li> </ol>
Based on analysis in the preceding sections, what challenges exist for the AU?	<ol style="list-style-type: none"> <li>1. Declining enrollment leading to reduced appropriations, possibly leading to reduction of staff.</li> <li>2. The college's current structure especially in terms of the "reporting to" structure of student services units at the state campuses. The structure creates a "longer route" of reporting, and provides challenges especially in the areas of coordinated and department-level focused initiatives, coordinated assessments, etc.</li> <li>3. Budget cutbacks.</li> </ol>

### Evaluation of Processes used by AU

Describe any on-going systematic method used to evaluate the efficacy of processes used by the AU.

The office conducts annual assessments and biennial review to identify the student needs, and systematically assess and evaluate effectiveness of its student support programs and services. Assessments and program reviews are conducted in accordance with the college's continuous improvement policy, and the procedures and pertinent guidelines established in the college's Program Assessment and Program Reviews Procedures Manual of 2013.

Provide example (s) of how this AU program review has led to continuous quality improvement

Through this program review, the office is able to identify strengths and areas for improvement; what and how it can contribute to student learning, growth and development; and inform program enhancement and improvement. These all are crucial to informing enhancement of programs and services ensuring the quality and that support services especially in terms of: (a) improving delivery of programs and services to effectively and efficiently meet student needs; (b) supporting student learning through ensuring a supportive learning environment; and (c) advancing the accomplishment of its institutional mission

### Service Area Outcomes Assessment

List AU's Service Area Outcomes by completing the expandable table below

Service Area Outcomes	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used for Improvement	Number of Cycle Completed
<b>2012-2013 Assessment Cycle</b> <ol style="list-style-type: none"> <li>1. Student will conduct business of their clubs or associations demonstrating proper and ethical practices.</li> <li>2. Students will demonstrate strong interpersonal skills and respectful relationships with others.</li> </ol>	September 2013	September 2013	September 2013	1

<b>2013-2014 Assessment Cycle</b> 1. AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement. 2. Students will engage in active learning and use time management to balance academic work with extra-curricular activities.		July 2015	May to June 2015	June to July 2015	1
<b>AU Assessment. Complete the expandable table below</b>					
Outcome Numbers	Intended Outcomes	Means of Assessment	Criteria for Success	Summary of Data Collected	Use of Results
2012-2013 VPSS Outcome 1	Student will conduct business of their clubs or associations demonstrating proper and ethical practices.	See Appendix A, 2012-2013 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf</a>			
2012-2013 VPSS Outcome 2	Students will demonstrate strong interpersonal skills and respectful relationships with others.	See Appendix A, 2012-2013 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4105/=2012-2013_VPSS_Annual_Assessment-TracDat.pdf</a>			
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.	See Appendix B, 2013-2014 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf</a>			
2013-2014 VPSS Outcome 2	Students will engage in active learning and use time management to balance academic work with extra-curricular activities.	See Appendix B, 2013-2014 VPSS Annual Assessment Report, or <a href="http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf">http://wiki.comfsm.fm/@api/deki/files/4106/=2013-2014_VPSS_Annual_Assessment-TracDat.pdf</a>			
<b>How has AU's assessment of Service Area Outcomes led to improvements in services provided to patrons</b>					

1. **Comprehensive Student Life Program.** The VPSS office coordinated the development of a comprehensive student life plan that is published in the 2012-2013 Student Handbook. A copy of the handbook is also accessible from <http://www.comfsm.fm/publications/handbook/Student-hand-book-2012-2013.pdf> in downloadable portable document format (pdf). Additionally, a student life calendar for 2012-2013 chronologically outlining the various activities by units or offices is also included in this handbook.
2. **Calendar of Student Activities.** An online calendar of student co- and extra-curricular activities, e.g., forum, workshops and trainings, etc., are now published in the VPSS webpage, <http://www.comfsm.fm/?q=vpss>. The online calendar provides information about the co- and extra-curricular activities available for students, the schedule, and most importantly, succinct descriptions of the activities and how they are directly linked to or support the college's institutional student learning outcomes. For example, counseling office's Study Skills Workshop, November 6, 2014, 1:00-2:00 PM, MITC, and a description of the workshop "... is designed to help student develop the skills necessary for success in their academic courses. Participants will learn strategies for note-taking, time management, reading critically, concentration and studying, and test taking strategies. These are important skills that help the students here at College of Micronesia-FSM, as such students will be able to apply skills in their academic courses [ISLO's 1, 2, 3, 4, 5, 6, 7, 8]."
3. **Foster culture of evidence and continuous improvement.** The VPSS office also restructured the processes or procedures relating to activities sponsored by or requested by recognized (or associated) student clubs and organizations. In 2013, the VPSS requires recognized student clubs and organizations to articulate the "objectives or outcomes" of their sponsored activities, their criterion or criteria for success, assessment methods including instruments, and others. In summary, student clubs and organizations are required to conduct assessments of their sponsored activities, and assessment reports of prior activities are required for approval of their ensuing activities. Culture of evidence, continuous improvement, and assessments are areas that have been extended by the VPSS office to students through their clubs and organizations.
4. **Co- and Extra-Curricular Activities.** To ensure that co- and extra-curricular activities are facilitated with consistency in contents and delivery, the VPSS required that all units develop syllabi for all workshops and training and other similar types of activities. The syllabi should include the outcomes as linked to the college's ISLOs, the benchmarks or criteria for success, topical outlines, training resources and references, method of delivery, and method of assessment.
5. **Assessment of Student Learning Outcomes in the Student Services.** In 2011-2012, the college's department of student services had chosen to shift the emphasis of its assessment from exclusively assessing operational outcomes to include the assessment of student learning outcomes. The shift involved moving away from exclusively assessing and evaluating student support programs and services by the numbers (output measures) and operational outcomes (e.g., satisfaction with service) to include measuring the learning that has occurred as result of the student's involvement in the programs and services that the department facilitates or provides. Not all of the outcomes for the programs and services that the department of student services is charged are student learning — many pertain to the timely, efficient and effective delivery of services (operational outcomes). As such, the college's department of student services has decided to continue assessing and evaluating operational outcomes; however, required all its programs and services to articulate at least one student learning outcome. These outcomes (operational and learning outcomes) are coherent with the college mission and are aligned with appropriate ACCJC standards, the college strategic directions, integrated educational master plan, and institutional learning outcomes. Training on assessment of student services with emphasis on student learning outcomes in the student services was provided to staff at each campus location.
6. **Cross-Training of Staff.** The VPSS office based on the recommendation of an external consultant whose services was hired by the college to conduct an external evaluation of the college's department of student services, initially launched cross training of staff during the summer of 2013. The cross-training involved staff from CTEC-Pohnpei and the National Campus.
7. **Program Assessment and Program Review.** The VPSS coordinated efforts toward ensuring that units under the department regularly conduct annual assessments of their programs and services, and complete biennial program reviews of their units. Training sessions were conducted to assist staff involved in conducting assessments and reviews of their unit's programs and services.

What challenges remain to make the AU more effective?

See preceding section on "weaknesses and challenges."

Describe how the AU's Service Area Outcomes are linked to the Institutional Strategic Goals		
Institutional Strategic Goals	AU Service Area Outcomes	Linkages
<b>2008-2012 Strategic Goals</b> 2. Provide institutional support to foster student success and satisfaction. 9. Provide for continuous improvement of programs, services and college environment.	<b>2012-2013 Outcomes</b> 1. Student will conduct business of their clubs or associations demonstrating proper and ethical practices. 2. Students will demonstrate strong interpersonal skills and respectful relationships with others.	ACCJC IIC, applicable objectives in the IEMP
<b>2013-2017 Strategic Directions</b> 1. Focus on student success. 2. Emphasize academic offerings in service to national needs. 3. Be financially sound, fiscally responsible, and build resources in anticipation of future needs. 4. Invest in and build a strong capacity in human capital. 5. Become a learning organization through development of a learning culture guided by learning leaders. 6. Evoke an image of quality.	<b>2013-2014 Outcomes</b> 1. AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement. 2. Students will engage in active learning and use time management to balance academic work with extra-curricular activities.	ACCJC IIC, applicable objectives in the IEMP

**Evaluation of Progress toward previous Goals**

List the goals from AU's previous program review

Not applicable. This is the first finished program review.

Describe the level of success achieved in goals listed above

Goals from previous AU Program Review	Level of Success Achieved
Not applicable	Not applicable

In cases where resources were allocated toward goals, evaluate the efficacy of that spending

Goals from previous AU Program Review	Resources Allocated	Efficacy of Spending
Not applicable	Not applicable	Not applicable

**Short-Term and Long-Term Goals**

Using the table below, list the short and long term goals (a minimum of two for each) for the AU. These goals should follow logically from the information provided in the program review. Use a separate table for each additional goal

**Short-Term Goals 1 (Two-Year Cycle)**

Identify Goal	<b>Enrollment Management:</b> Develop and identify an integrated enrollment management model that includes marketing, recruitment, and retention components in the optimism to address the college's enrollment challenges.
Describe the plan to achieve the goal (i.e., action plan)	Revisit the college's strategic enrollment management plan (Marketing, Recruitment, and Retention plans), and in collaboration with the RAR Committee, IRPO, other academic and non-academic units update the 2005 strategic enrollment management plan.



What measurable outcome is anticipated for this goal?	<p>A strategic enrollment management plan for the college that will guide or inform initiatives on recruitment and marketing including retention of students. The plan should include the following strategies:</p> <ol style="list-style-type: none"> <li>1. Create and implement a communication, recruiting and marketing plan to increase visibility, awareness, and knowledge about the college, and the opportunities available to students.</li> <li>2. Improve execution of multi-modal enrollment, marketing and communication services to increase touch points with students, and use relationship cultivation and targeted recruiting approach.</li> <li>3. Further strengthen recruitment efforts through the development of strategic marketing tools, such as but by no means not limited to, innovative use of web and social media marketing, creative services, and others.</li> <li>4. Continue to host early college awareness activities, such as college fairs, college visits, and career exploration for prospective students and the general public.</li> <li>5. Build strong ties with local K12 schools in order to increase partnerships, activities, and events designed to retain students through graduation, and better prepare them for post-secondary education (college-readiness).</li> <li>6. Continue to offer a summer transition program for incoming new and first-time in college freshman students.</li> <li>7. Promote the college's dual enrollment and early admission for high school students.</li> <li>8. Increase outreach to nontraditional students and other adult learners.</li> </ol>
What specific aspects of this goal can be accomplished without additional financial resources?	
<b>Short-Term Goals 2 (Two-Year Cycle)</b>	
Identify Goal	<b>Intra-department staff cross-training program</b>
Describe the plan to achieve the goal (i.e., action plan)	Develop and implement a structured intra-department staff cross-training program. In collaboration with the college's HRO, establish staff development plan specifically geared at credentialing non-credentialed staff, advancement of professional credentials, and other related training.
What measurable outcome is anticipated for this goal?	Staff members will exhibit increased adeptness, knowledge and skills to effectively and efficiently carry-out assigned tasks including ability to work across the department.
What specific aspects of this goal can be accomplished without additional financial resources?	
<b>Long-Term Goals 1 (Five-Year Cycle)</b>	
Identify Goal	<b>Retention and graduation:</b> To develop a holistic retention plan that provides a seamless delivery of services and assistances to students and improves the overall retention and graduation rates at the college.
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> <li>1. Increase student completion and retention by instituting an early alert response system especially for at-risk students, and strengthening advising for all students especially assisting them in a pathway to graduation.</li> <li>2. Develop strategic class schedules that are directly aligned with student needs and interest.</li> <li>3. Strengthen and expand tutoring and mentoring (student peer coaches).</li> <li>4. Continue to provide student support services, co-and extra-curricular activities that complement instruction.</li> <li>5. In collaboration with the college's department of instructional affairs, develop and implement a First-Year Experience program.</li> <li>6. Continue to review and revise policies and procedures and meet regularly with key offices that are responsible for providing all students with critical information and assistance necessary for their continued matriculation at the college.</li> <li>7. Continue to work with retained students by providing them student academic support services and programs that will foster communication and interaction with students and provide pertinent information and support.</li> </ol>

What measurable outcome is anticipated for this goal?	Student success: increase retention and graduation rates (or program completers).	
What specific aspects of this goal can be accomplished without additional financial resources?		
<b>Short-Term Goals 2 (Five-Year Cycle)</b>		
Identify Goal	<b>Student Life and Development:</b> To provide programs, activities, and experiences that enable students to actively engage in college life, enhance their total development needs and interests, encourage leadership development, and actualize the department's mission and vision.	
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> <li>1. Develop and implement a comprehensive student life program which promotes students' social integration into the college, enhances their personal and social development and enriches their cultural exposure.</li> <li>2. Review, revise, and conduct a program that promotes student volunteerism, on and off campus.</li> <li>3. Design and implement a comprehensive recreational and intramural program that allows students to engage in cooperative and individual activities.</li> </ol>	
What measurable outcome is anticipated for this goal?	Increased student engagement.	
What specific aspects of this goal can be accomplished without additional financial resources?		
<b>Requests for Resources</b>		
<p>Complete a new table for each short-term and long-term goals listed in the immediately preceding section that would require additional financial resources. These requests for resources must follow logically from the information provided in this AU program review.</p>		
<p>o Short-Term Goal    o Long-Term Goal</p>		
Goal Number and Goal Description	<b>Enrollment Management:</b> Develop and identify an integrated enrollment management model that includes marketing, recruitment, and retention components in the optimism to address the college's enrollment challenges.	
<b>Type of Resources</b>	<b>Requested Dollar Amount</b>	<b>Potential Funding Source</b>
Recruitment and Marketing	Currently, \$15,000 is appropriated as approved funds for marketing and recruitment (annual). Given the increasing costs, there's a need to increase the amount of funds appropriated for marketing and recruitment from its current level to \$30,000.	Annual Budget, insert FY 2017

Computer hardware and application	\$3,000.00 for acquisition of computer hardware and applicable applications including heavy-duty printers for publications of brochures, flyers, etc. in lieu of outsourcing the printing of these materials.	Annual Budget, insert FY 2017
<input type="radio"/> Short-Term Goal <input type="radio"/> Long-Term Goal		
Goal Number and Goal Description	<b>Student Life and Development:</b> To provide programs, activities, and experiences that enable students to actively engage in college life, enhance their total development needs and interests, encourage leadership development, and actualize the department's mission and vision.	
Type of Resources	Requested Dollar Amount	Potential Funding Source
Personnel-Student Life (Manager Residence Halls)	\$17,403.00 plus benefits. Concurrently, there's no staff designated as in-charge of the college's residence halls as results of the recent job audit's recommendation. To address the need for an in-charge to oversee RH operations, the college has designated CTEC-Pohnpei nurse to temporarily assume the responsibility in addition to his regular functions.	Annual Budget, insert FY 2017
Personnel-Student Life (Assistant to the Director of Student Life)	\$8,282.00 plus benefits. Staff shall provide support functions, e.g., clerical and other similar tasks, to the Director of Student Life.	Annual Budget, insert FY 2017
<b>AU Program Review Summary</b>		
This section provides the reader with an overview of the highlights, themes, and key segments of the AU program review. It should include new information that is not mentioned in the preceding sections of this document.		
<b>Response Page</b>		
AU Vice President or appropriate immediate Management Supervisor		
<input type="checkbox"/> I concur with the findings contained in this AU program review.		
<input type="checkbox"/> I concur with the findings contained in this AU program review with following exceptions (include a narrative explaining the basis for each exception):		
<input type="checkbox"/> I do not concur with the findings contained in this AU program review (include a narrative exception):		

# 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 - 2012-2013 VPSS Outcome 1 - Students will conduct business of their clubs or associations demonstrating proper and ethical practices</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b></p> <ol style="list-style-type: none"> <li>1. Provide workshops or sessions on leadership and best practices to officers of recognized student clubs, organizations or associations.</li> <li>2. Conduct workshop or session on leadership and personnel skills, time management, effective written and oral communication, conflict resolution, teamwork, peer education and others for students.</li> <li>3. Offer and facilitate on-campus activities aimed at building community and culture including promoting social change.</li> <li>4. Provide leadership development, training especially geared at cultivating the student's leadership ability and providing an array of opportunities to fully discover their leadership potentials.</li> </ol> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> At least two workshops or sessions on leadership and best practices to officers of recognized student clubs or associations.</p>	<p>09/03/2013 - The Office of the Vice President for Student Services coordinated through its counselors from the Counseling Office and the Peer Counseling Center (PCC) the holding of training sessions for Peer Advisors during Fall 2012 and 2013 semesters. Specifically, trainings for Peer Advisors during Fall 2012 and 2013 semesters were held on July 23-25, 2012 and July 22-25, 2013, respectively. The trainings basically covered the following areas: leadership, communication skills, time-management, and guidelines, processes and procedures specific to various academic and administrative units, such as admissions and records, business and financial aid offices, instructional affairs, physical maintenance and security, and others.</p> <p>In the Fall 2013 training for Peer Advisors, the 24 participants were submitted to pre- and posttests to determine to measure the knowledge gained about the subject areas presented in the training specifically as results of participating in the training facilitated.</p> <p>Results of the assessment showed that:</p> <p>(a) Minimum and maximum scores were 0 and 7, respectively. A mean score of 3. Nevertheless, 8% of the participants scored <math>\geq</math> the median, and (b) 92% &lt; the median in the administered pre-test.</p> <p>(b) Minimum and maximum scores were 8 and 15, respectively. A mean score of 14. Nevertheless, 100% of the participants score <math>\geq</math> the median in</p>	<p>09/16/2013 - Based on the results of the assessment, the Office of the Vice President for Student Services shall undertake the following:</p> <ol style="list-style-type: none"> <li>1. Coordinate the design and development of syllabi for all co- and extra-curricular activities. This is critically important especially to ascertain the consistency in terms of the content, and the delivery of these activities including assessments of these activities.</li> <li>2. Increase the frequency of co- and extra-curricular activities available for students. More so, update the Office of the Vice for Student Services' webpage to include a calendar of these activities principally providing information, such as a succinct description of the activity, date and venue, intended outcomes, and others.</li> <li>3. Provide trainings to officers of the Student Body Association (SBA) and other clubs or associations on leadership, administration and governance including budget and assessment.</li> <li>4. Coordinate with the unit directors and office coordinators/supervisors</li> </ol>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		<p>the administered posttest.</p> <p>(c) The percent difference is statistically significant.</p> <p>An orientation survey was administered to a nonprobability sample of 222 students during Fall 2012 semester. 98% of the nonprobability sample (N=222) were new students, and</p> <p>Summarized below are the results of the survey that are specific to the Office of the Vice President for Student Services:</p> <p>(a) 73% of the sample (N=222) strongly agreed and agreed that they understood and are aware of the student services policies, student conduct and disciplinary matters as presented in the orientation. 5% signified disagreement, and 22%, neutrality.</p> <p>(b) 75% of the sample (N=222) expressed agreement that they are aware of the college's policy on the use of alcohol and drugs, while 17% signified disagreement, and 8%, neutrality.</p> <p>(c) 64% of the sample (N=222) indicated that they understood and are aware of the policies dealing with student grievance, the student government, and due process with only 10% in disagreement, and 26%, neutrality.</p> <p>The VPSS Office's log showed 20% increase in the number of registered student clubs, associations, and organizations in 2012 as compared to the prior academic year.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2012 - 2013</p>	<p>primarily in revisiting and assessing the current organizational structure of the Student Body Association (SBA), and other student clubs or associations to identify and prioritize needs, concerns, and interests crucial to further strengthening the college's student leadership and development program, and to effectively foster student engagements and involvements.</p> <p>5. Coordinate the revisiting the existing policies and procedures appertaining to student conduct and discipline to ensure their currencies and relevancies, clarify ambiguities, and resolve inconsistencies.</p> <p>6. Provide trainings to staff on policies related to student conduct and discipline including routine procedures.</p> <p>7. Coordinate with the department's directors and unit supervisors to develop common core leadership training for all registered student organizations, clubs and associations including annual awards or recognition to recognize student leadership</p> <p>8. Conduct routine surveys and similar forms of measuring approaches to identify the types of programs and activities that students want to engage in and/or learn.</p>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>C - administrative - VPSS Office - 2012-2013 VPSS Outcome 2 - Student will demonstrate strong interpersonal skills and respectful relationships with others</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b> Design, develop, and implement a comprehensive student life plan.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> A comprehensive student life program outlining priorities, activities, and a master calendar for all activities.</p>	<p>09/16/2013 - The Office of the Vice President for Student Services coordinated the development of a comprehensive student life program that outline priorities, activities, and a master calendar for all student services-facilitated and/or sponsored activities.</p> <p>This plan is published in the 2012-2013 Student Handbook, an copy of which is accessible in downloadable portable document format (pdf) from this URL: <a href="http://www.comfsm.fm/publications/handbook/Student-hand-book-2012-2013.pdf">http://www.comfsm.fm/publications/handbook/Student-hand-book-2012-2013.pdf</a>. Additionally, a student life's calendar for 2012-2013 chronologically outlining the various activities by units or offices is also included in this handbook.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2012 - 2013</p> <p><b>Related Documents:</b> <a href="#">2012-2013 Student Handbook</a> <a href="#">2013-2014 Student Handbook</a></p>	<p>09/16/2013 - Based on the results of the assessment, the Office of the Vice President for Student Services shall undertake the following:</p> <ol style="list-style-type: none"> <li>1. Coordinate with unit directors and office coordinators of the department including students representatives to assess the current comprehensive Student Life's plan primarily to identify some areas that require further improvements especially to effectively meet the needs of the students, and to ensure their direct linkages to pertinent accreditation standards and eligibility requirements, college's strategic institutional directions and goals, the objectives in the college's integrated educational master plan, and others.</li> <li>2. Coordinate with unit directors and office supervisors of the departments to updating the student life's calendar to include succinct description of activities and their intended outcomes, and others. Collaborate with the Webmaster of the college's Information Technology division especially in making this student life's calendar accessible through the Office of the Vice President for Student Service's webpage; also further allowing routine updates to the calendar, such as but by any means not limited to changes in the schedule of</li> </ol>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
	<p><b>Assessment Strategy:</b> Collaborate and coordinate with instructional affairs in designing, developing, and implementing the first-year experience seminar program.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> First Year Experience course implement by Fall 2014 (see IEMP, AP1, 1.8)</p>	<p>09/16/2013 - Specifically addressing a goal in the college's Integrated Educational Master Plan (IEMP) geared to increasing the success of first-year students, the Office of the Vice President for Student Services collaborated with the college's Department of Instructional Affairs to designing and developing a first-year experience program including a College 101 course required for all new students.</p> <p>As such, working group was formally organized and tasked to draft, design and develop the college 101 and the first-year experience courses. Chaired by the Vice President for Instructional Affairs, the working group's membership included: the Vice President for Student Services, the acting Director of Student Life, the lead Counselor, Student Services Coordinators, Counselors, and selected faculty members from the State Campuses.</p> <p><b>Target Met:</b> No</p> <p><b>Reporting Period:</b> 2012 - 2013</p>	<p>certain activities, posting new and additional activities, and others.</p> <hr/> <p>09/16/2013 - The task of developing a College 101 and/or a first-year experience course is a work in progress. The College's IEMP (see AP1, 1.8) specifically provides Fall 2014 semester as the timeline for the implementation of this course geared to increasing the success of first-year students.</p> <p>Nevertheless, the Office of the Vice President for Student Services shall continue to work collaboratively with the Instructional Affairs department and other units or support services in drafting this course.</p> <hr/>

# 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><b>AUO Assessment Cycle:</b> 2013 - 2014</p> <p><b>AUO Status:</b> Active</p>	<p><b>Assessment Strategy:</b> 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><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 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"> <li>1. Office of the Vice President for Student Services</li> <li>2. Financial Aid Office</li> <li>3. Office of Admissions, Records and Retention</li> <li>4. Counseling Services</li> <li>5. Student Life which includes (a) Office of the Director of Student Life, (b) Sports and Recreation, (c) Residence Halls, and (d) Health Services</li> <li>6. Peer Counseling Center</li> </ol> <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>



Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		<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><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 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><b>Assessment Strategy:</b> 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><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		<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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		<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><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2013 - 2014</p>	
	<p><b>Assessment Strategy:</b> Review and revise existing policies and procedures that relate to student services for currency and applicability.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		<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><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 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><b>AUO Assessment Cycle:</b> 2013 - 2014</p> <p><b>AUO Status:</b> Active</p>	<p><b>Assessment Strategy:</b> Collaborate and coordinate with Instructional Affairs primarily in designing, developing, and implementing the first-year experience seminar training program.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 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><b>Target Met:</b> No</p> <p><b>Reporting Period:</b> 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><b>Assessment Strategy:</b> 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><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 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><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b></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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		2013 - 2014 <b>Related Documents:</b> <a href="#">2014-2015 Student Handbook</a>	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.
	<b>Assessment Strategy:</b> 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. <b>Assessment Type:</b> Descriptive Statistics <b>Target:</b> 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. <b>Target Met:</b> No <b>Reporting Period:</b> 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.