

Assessment: Administrative Unit Four Column



C - EMSS - Counseling Services

Mission Statement: The Counseling division’s mission is to encourage, support, and assist students in their pursuit of higher education by providing counseling and educational services to deal with personal, interpersonal, professional, and academic issues.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2017-2018 Counseling Services Outcome 1 - Students who utilized the tutorial services shall pass the course tutored by the end of the academic term.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2017 - 2018</p>	<p>Descriptive Statistics - Facilitate trainings for all tutors to ensure quality and effective tutorial services. One formal training for tutors for fall semester and one informal for spring semester (September for fall semester, and February during spring).</p> <p>Target: 85% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes</p> <p>The training covered tutor basic regiments that included tutor skills and expectations, work ethics, and leadership. By the end of the training, the tutors understood what was expected of them as tutors and college employees. They were able to demonstrate leadership skills and commitment with effective communication, self management, and team building skills. The tutors were also able to identify different characteristics of work ethics.</p> <p>A pre/post test was given. The results are as shown:Results of pre and posttest Pretest- all seven participants scored 100% Posttest - five participants scored 100% - one participant answered one question incorrectly (83%) - one participant answered two questions incorrectly (67%)</p> <p>Evaluation (questions #1-8)</p> <ul style="list-style-type: none"> Four participants answered “strongly agree” to all questions Two participants answered “agree” to question #4 	<p>Improvement: Enhance collaboration and communication with faculty. (09/20/2018)</p>

- One participant answered “strongly disagree” to question #1 and “agree” to question #2

(#9)

- Six participants rated the training overall as “excellent”
- One participant rated the training overall as “good”

(#10) Comments received

- More people should be invited (instructors, esp. & student life)
- It was good
- Punctuality that’s all, overall it is a good training
- Good enough
- All aspects were on point and adequate
- No comment
- n/a

(#11)

- FERPA: I did not know about this
- 1. Professionalism in the workplace
- 2. Pro activeness in the workplace
- 3. Come up w/helpful tutoring/teaching material
 - 1. Pell grant maxing out
- 2. Financial suspension
- 3. Expectations of a tutor
 - Cooperation/communication between instructors, counselors and tutors
 - Tutoring on weekends is viable
- Communication with instructors in need
- Students need to be encouraged to do their part
 - 4 frames of leadership
- Perspectives
- Work smart
 - Work ethic
- Frame chart
- Symbolic

(#12)

- Good training and good food
- Training far exceeded my expectations
- The training went really well. I've learned a lot about the education system and how we can implement and make it better.

(09/20/2018)

Reporting Period: 2017 - 2018

Target Met: Yes

Tutoring procedures manual completed and electronically distributed to tutors for their reference and use.

(09/20/2018)

Descriptive Statistics - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.

Reporting Period: 2017 - 2018

Target Met: Yes

Increase in communication and collaboration between counselors and faculty through the hiring of instructors as tutors, and frequent communication between counselors and Instructional Coordinator. (09/20/2018)

Improvement: Provide feedback to faculty and Instructional Coordinator on students' progress with tutoring services. (09/20/2018)

Target: Coordinate and collaborate once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

Reporting Period: 2017 - 2018

Target Met: Yes

Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. (09/20/2018)

Improvement: Ensure tutors are contracted before semester begins to have tutors introduced to faculty and students at beginning of each semester. (09/20/2018)

Survey - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.

Reporting Period: 2017 - 2018

Target Met: No

143 students availed themselves to tutorial services. Of the 143 students,
27=A 19%
37=B 26%

Improvement: Enhance collaboration and communication with faculty to increase the number of students utilizing the tutorial services. (09/20/2018)

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Target: 85% positive ratings in satisfaction survey administered to students.</p> <p>Descriptive Statistics - Design, develop, and implement a mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.</p> <p>Target: Provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.</p>	<p>35=C 24% 19=D 13% 15=F 10% 10=W .07% (09/20/2018)</p> <p>Reporting Period: 2017 - 2018 Target Met: Yes Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. (09/20/2018)</p>	
	<p>Descriptive Statistics - Obtain and renew at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes One counselor is currently a member of the American School Counselors Association. Professional development is provided through annual conferences. (09/20/2018)</p>	<p>Improvement: Have all counselors to become members of a national tutoring association or counseling association to further improve counseling and tutoring services to all students. (09/20/2018)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>offered through conferences and/or workshop trainings.or workshop trainings.</p> <p>Target: Continuous improvement of tutorial services.</p>		
<p>2017-2018 Counseling Services Outcome 2 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2017 - 2018</p>	<p>Survey - Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors.</p> <p>Target: 90% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes Students will engage in workshops, lectures, and programs to enhance their personal and academic growth and development. Fall 2017, Counseling Office enhanced its career workshops by hosting a Job Fair October 20, 2017. Counseling Office conducted a resume-writing workshop on October 16, 2017 to help students prepare their resumes for the Job Fair. (09/20/2018)</p>	<p>Improvement: Prepare and conduct career workshops to cater to different majors offered at the college. (09/20/2018)</p>
	<p>Descriptive Statistics - Facilitate at least one resume-writing and interview workshop per semester for students that will include the Do's and Don'ts of completing job applications, resume writing (curriculum vitae), and interview skills necessary to prepare participants for employment process, i.e., October 2017 and April 2018.</p> <p>Target: Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey</p>	<p>Reporting Period: 2017 - 2018 Target Met: Yes Counseling services is committed to student success by providing career workshops and career fairs. Spring 2018, counseling services, working closely with instructional affairs and work-study coordinator and conducted a resume/curriculum vitae workshop on March 19, 2018. The intention of the workshop was to help students who were applying for AUSAID scholarship, transferring to institution that require them to submit a curriculum vitae, and those students who were planning to start their career after COM- FSM build their resume/cv. Fifty-three students participated in the workshop for various reasons. Two students attended resume-writing workshop to earn extra credit for a class. Two students attended the workshop to write their curriculum vitae for</p>	<p>Improvement: Enhance collaboration with other college personnel to enhance students' personal and academic growth and development. (09/20/2018)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	administered to participants.	<p>AusAid Scholarship, and the rest of the students were there to start or improve their resumes. Two students contacted the counselor after the workshop to improve their cv for AusAid. Emails were sent out to remind them of the datelines for submission. (09/20/2018)</p>	
		<p>Reporting Period: 2017 - 2018 Target Met: Yes College of Micronesia-FSM is committed to student success by providing career workshops and career fairs. Fall 2017, Chairperson for Education Division met up with counseling staff and made a request for a resume-writing workshop to be conducted to Teacher Corps Program.</p>	<p>Improvement: Enhance collaboration with faculty to increase student participation to enhance student success. (09/20/2018)</p>
	<p>Survey - Facilitate at least one job fair activity to assist students to employment opportunities available.</p> <p>Target: 90% positive rating in a survey administered to participants.</p>	<p>As a result, one student got perfect scores on both the pretest and the posttest, two students got an increase of 71% in the posttest, two students got an increase of 57%, four students got an increase of 43%, two students got an increase of 29%, two students got an increase of 14%, and one student got a decrease of -14% (09/20/2018)</p> <p>Reporting Period: 2017 - 2018 Target Met: Yes College of Micronesia-FSM counselors' office is committed to student success by providing career workshops and career fairs. Fall 2017, the counseling office enhanced its career workshops by hosting a job fair. October 16, 2017, Counseling Office conducted a resume-writing workshop to help students write their resumes in preparation for the Job Fair that was scheduled on October 20, 2017. The pretest and posttest questions were in multiple-choice format. There were five questions in the survey: Q1) Resume is best-defined as ____? Q2) What is an ideal length of a resume? Q3) Which sections in the resume you write your name, address, phone number, and email address? Q4) Chronological resume focuses on the work and education history. The dates should be listed in ____? Q5) Give at least a tip on writing a good resume.</p> <p>As a result, two students got an increase in the differences</p>	<p>Improvement: The recommendation for future resume-writing workshop is to spend more time on topic or questions related to question number two (what is an ideal length of a resume?).</p> <p>Improve reporting results to show how and if objectives are met. (09/20/2018)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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Survey - Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills necessary for success in their academic courses, i. e., November 2017 and April 2018.

Target: 90% positive rating in a survey administered to participants.

of the pretest and the posttest by 60%. Three students got an increase of 40%. Eleven students got an increase of 20%. Five students got perfect scores both in the pretest and the posttest. One student got 80% in both the pretest and the posttest. One student got a decrease in the posttest by -40% and one student got a decrease by -20%.
(09/20/2018)

Reporting Period: 2017 - 2018

Target Met: Yes

Test-Taking Tips Workshop was scheduled on the 18th of April 2018 from 1:00 PM to 2:00 PM. Eight students participated in the workshop. The workshop was set up in circulation formation to facilitate more leverage during discussion. In large groups, the students discussed what is test anxiety. Then they were divided up into three small groups. Given three questions, group number one was assigned to provide at least three tips on how to cope with test anxiety before the test. Group number two was assigned to provide at least three tips on how to cope with test anxiety during the test. And group number three was assigned to provide at least three tips on how to cope with test anxiety after the test.

As a result of the group work, the students were able to understand what test anxiety is and different ways of coping with anxiety to better prepare them for tests and final exams.
(09/20/2018)

Improvement: Enhance and improve preparation methods to inspire more students to participate in workshop.
(09/20/2018)

Improvement: Enhance and improve reporting of evaluation results. (09/20/2018)