

# Annual Assessments: Counseling and Tutoring Services

2016-2020



## 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><b>2016-2017 Counseling Services Outcome 1</b> - Students who utilize the tutorial services will pass the course tutored by the end of the academic term.  <b>AUO Status:</b> Inactive  <b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Descriptive Statistics</b> - 1. 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.   <b>Target:</b> 80% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes                      A formal training was conducted to both CTEC and National Campus tutors in fall 2016. During this training, the counselors and/or tutorial services coordinators combined their efforts to deliver a formal training to tutors to ensure quality and effective tutorial services. The training subjects included skills and expectations, work ethics, and leadership.                      (07/26/2017)   <b>Related Documents:</b>  <a href="#">CS_October2016_Tutor_Training_Evaluation_Results_.pdf</a>  <a href="#">CS_October2016_TutorTraining_Syllabus.pdf</a></p>	<p><b>Improvement:</b> The Coordinators will further collaborate with CTEC tutors, National Campus tutors, and Instructional Coordinator to ensure quality and effective tutorial services. (09/28/2017)</p>
	<p><b>Descriptive Statistics</b> - 2. Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.   <b>Target:</b> Coordinate and collaborate once a semester with faculty members to ensure and guarantee effectiveness of the tutoring</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes                      Schedule of tutors sent to Director of Academic Programs for distribution to faculty. Schedule is also posted on the college website to ensure that information is accessible to students, staff, and faculty. (08/14/2017)</p>	<p><b>Improvement:</b> Tutoring Coordinator will further enhance collaboration with faculty through the Instructional Coordinator (IC) to ensure that students and faculty are informed of the tutorial services. (09/28/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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services.

**Survey - 3.**Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.  
**Target:** 80% positive ratings in satisfaction survey administered to a cohort group of students.

**Reporting Period:** 2016 - 2017  
**Target Met:** No  
 From fall 2016 to summer 2017, 186 students availed themselves to the tutorial services. Of the 186 students, 128 (69%) were able to pass their courses tutored with A, B, & C. Eighteen (10%) passed the courses tutored with a D, and 40 (21%) students either failed, withdrew, or received an incomplete. (08/14/2017)

**Improvement:** Enhance collaboration with faculty through Instructional Coordinator to ensure that students receive tutorial services in areas they are weak in. Follow up with students and instructors will be enforced. (10/02/2017)

**Descriptive Statistics - 4.**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.  
**Target:** An informational procedures manual to be published and distributed, with information of expectations of tutors, tutees, referral system, etc. 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.

**Reporting Period:** 2016 - 2017  
**Target Met:** Yes  
 Schedule of tutorial services was sent to the faculty thru the Director of Academic Programs. Schedule of tutorials services was also posted on the college newsfeed. (09/28/2017)

**Improvement:** Enhance collaboration with faculty thru Instructional Coordinator to ensure just in time response and support are given to at-risk students. (09/28/2017)

**Exam/Quiz - Pre-Post - 5.**Facilitate at **Reporting Period:** 2016 - 2017

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>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 2016 and April 2017.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference.</p> <p><b>Descriptive Statistics</b> - 6. Obtain at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.</p> <p><b>Target:</b> Continuous improvement of tutorial services.</p>	<p><b>Target Met:</b> No</p> <p>The tutors of the A+ Center conducted a workshop on test taking skills in fall 2016 which covers the basics of how a student can identify test anxiety symptoms and how to prepare them mentally and physically before and during a test. The purpose of the workshop is to help students cope with test anxieties. Only 4 students attended the workshop. A pre- and post-test was given to measure the success of the workshop. The results of the pre/post showed two students increased their scores by 30%, 1 student increased his/her score by 20%, and 1 student got the same score from pre-test and post-test. Average score increased by 18.5%.</p> <p>A test taking skills workshop was not conducted during spring 2017. (07/26/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>Due to change of tutor coordinator, this was not done. (08/14/2017)</p>	<p><b>Improvement:</b> Coordinator will obtain membership of a national tutoring association and become active in professional development through conferences and/or workshop trainings provided by the association. (08/14/2017)</p>
<p><b>2016-2017 Counseling Services Outcome 2</b> - Students who receive transfer advising through the college's counseling services and the EducationUSA center will exhibit increased awareness about the admission requirements and processes of higher education institutions in the U.S.</p> <p><b>AUO Status:</b> Inactive</p> <p><b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Survey</b> - 1. Facilitate two informational workshops per semester on transfer admissions to other higher education institutions in the United States.</p> <p>A workshop in October 2016 for fall semester, and March, 2017 for spring semester.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>A transfer informational workshop was conducted in spring 2017 through the EducationUSA center. The workshop was designed to assist interested COM-FSM students to learn how to use the EducationUSA College Board Filter and to assist them apply for colleges and universities online. The participants were able to create accounts online with the universities and colleges they selected, and submitted applications online.</p>	<p><b>Improvement:</b> EducationUSA is no longer under the counseling office, but the counselors will continue to conduct informational transfer workshops to the students to help with their first steps in transition to other colleges abroad. (09/28/2017)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p><b>Target:</b> 80% positive ratings in satisfaction survey administered to participants.</p> <p><b>Survey - 2.</b>In collaboration with other student support services units and program faculty, coordinate and continue to host an EducationUSA Outreach each academic year to provide high school and college students information about colleges abroad.</p> <p><b>Target:</b> 85% positive ratings in satisfaction survey administered to a cohort group of students.</p>	<p>A satisfactory survey was used and it showed that the workshop was satisfactory. 95% of the students rated satisfactory (strongly agree and agree) on the satisfactory survey, 5% of the students rated neutral, and 0% rated unsatisfactory (disagree or strongly disagree). (07/26/2017)</p>	
	<p><b>Descriptive Statistics - 3.</b>Design, develop, publish and circulate informational material about the college, its curricular programs and/or offerings, student support services and activities, facilities to promote communicate awareness about the college.</p> <p><b>Target:</b> An informational material (brochure) published by December 2016, with information updated annually.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>Counseling office services brochure was created and distributed to new students during orientation and student visits. (10/02/2017)</p>	<p><b>Improvement:</b> Improvement EducationUSA is no longer under the counseling office, but the counselors will continue to conduct informational transfer workshops to the students to help with their first steps in transition to other colleges abroad. (10/02/2017)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p><b>2016-2017 Counseling Services Outcome 3</b> - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p><b>AUO Status:</b> Inactive</p> <p><b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p><b>Exam/Quiz - Pre-Post - 2.</b>Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors, i.e., November 2016, and April 2017.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference, and 85% positive rating in a survey administered to participants.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>No career workshop was conducted during this reporting period. Resume/Job interview workshops were conducted as part of career day activities instead. (10/02/2017)</p>	
	<p><b>Exam/Quiz - Pre-Post - 3.</b>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 2016 and April 2017.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>Fall 2016, resume-writing workshop was conducted to random COM-FSM Students . Twenty students attended the workshop. Pretests and posttests were administered at the beginning and at the end of the workshop to determine students' knowledge of resume writing and impact as they completed the workshop. The result showed that four (20%) students passed the pretest and 18 students (90%) passed the posttest (07/26/2017)</p>	
		<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>Fall 2016, resume-writing workshop was conducted to COM-FSM Teacher Corp Participants. There were 16 participants. Pretests and posttests were administered at the beginning and at the end of the workshop to determine students' knowledge of resume writing and impact as they completed the workshop. Three students increased in the post test by 71%, six students increased by 57%, one student increased by 47%, two student increased by 43%, one student increased by 14%, two student increased by 0%, and one student decreased by 29%. The average score was increased by 42%.</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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(07/26/2017)

**Related Documents:**

[PrePost Test Resume Writing Workshop November 2017.pdf](#)

[November 3, 2017 ResumeWriting Pre/Post Test Results.pdf](#)

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

A 60 minute resume writing workshop was conducted to fourteen participants in Spring 2017. The workshop allowed participants to learn the different resume formats and their advantages and/or disadvantages. The workshop was divided up into two general parts. Part one of the workshop was a PowerPoint presentation. The presentation covered the definition of resume, types of resumes, action words to consider when writing a resume, section break down of a resume, and tips on writing an effective resume. The second part of the presentation covered the three general types of cover letter. The participants were then given the opportunity to write up their resumes.

A pre/post questionnaire was used to measure the success of the workshop. The questions in the pretest and the posttest were in multiple choice form. The results showed one student decreased his/her score by -30%, four students got the same score from pretest and posttest (0% increase/decrease), one student increase by 10%, three students increase by 20%, two students increased by 30%, one student increased by 40%, one student increased by 50%, and one student increased by 70%. The average score was increased by 19%.

**Improvement:** Assessment of workshops will need to be improved to show the impact of the workshop. (10/02/2017)

(07/26/2017)

**Related Documents:**

[Pre and Post Test Resume Writing Spring 2017.pdf](#)

[Resume Pre/Post results.pdf](#)

<b>2017-2018 Counseling Services Outcome 1</b> - Students who utilized	<b>Descriptive Statistics</b> - Facilitate trainings for all tutors to ensure	<b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> Yes	<b>Improvement:</b> Enhance
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<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>the tutorial services shall pass the course tutored by the end of the academic term.</p> <p><b>AUO Status:</b> Inactive  <b>AUO Assessment Cycle:</b> 2017 - 2018</p>	<p>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><b>Target:</b> 85% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.</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  (question #1-8)</p> <ul style="list-style-type: none"> <li>• Four participants answered “strongly agree” to all questions</li> <li>• Two participants answered “agree” to question #4</li> <li>• One participant answered “strongly disagree” to question #1 and “agree” to question #2</li> </ul> <p>(#9)</p> <ul style="list-style-type: none"> <li>• Six participants rated the training overall as “excellent”</li> <li>• One participant rated the training overall as “good”</li> </ul> <p>(#10) Comments received</p> <ul style="list-style-type: none"> <li>• More people should be invited (instructors, esp. &amp; student life)</li> <li>• It was good</li> <li>• Punctuality that’s all, overall it is a good training</li> <li>• Good enough</li> <li>• All aspects were on point and adequate</li> <li>• No comment</li> <li>• n/a</li> </ul>	<p>collaboration and communication with faculty. (09/20/2018)</p>

*Administrative Unit  
Outcomes*

*Assessment Strategies*

*Results*

*Improvements*

(#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

**Reporting Period:** 2017 - 2018

**Improvement:** Provide feedback



<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>enhance collaboration with faculty and staff members to provide adequate tutorial services to students.</p> <p><b>Target:</b> Coordinate and collaborate once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.</p>	<p><b>Target Met:</b> 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)</p> <p><b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> 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>to faculty and Instructional Coordinator on students' progress with tutoring services. (09/20/2018)</p> <p><b>Improvement:</b> Ensure tutors are contracted before semester begins to have tutors introduced to faculty and students at beginning of each semester. (09/20/2018)</p>
	<p><b>Survey</b> - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students. <b>Target:</b> 85% positive ratings in satisfaction survey administered to students.</p> <p><b>Descriptive Statistics</b> - 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. <b>Target:</b> Provide ongoing advertisements and other similar forms of announcements about</p>	<p><b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> No 143 students availed themselves to tutorial services. Of the 143 students, 27=A 19% 37=B 26% 35=C 24% 19=D 13% 15=F 10% 10=W .07% (09/20/2018)</p> <p><b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> 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><b>Improvement:</b> Enhance collaboration and communication with faculty to increase the number of students utilizing the tutorial services. (09/20/2018)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.</p> <p><b>Descriptive Statistics</b> - 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 offered through conferences and/or workshop trainings.or workshop trainings. <b>Target:</b> Continuous improvement of tutorial services.</p>	<p><b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> 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><b>Improvement:</b> 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>
<p><b>2017-2018 Counseling Services Outcome 2</b> - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development. <b>AUO Status:</b> Inactive <b>AUO Assessment Cycle:</b> 2017 - 2018</p>	<p><b>Survey</b> - Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors. <b>Target:</b> 90% positive rating in a survey administered to participants.</p>	<p><b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> 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><b>Improvement:</b> Prepare and conduct career workshops to cater to different majors offered at the college. (09/20/2018)</p>
	<p><b>Descriptive Statistics</b> - 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</p>	<p><b>Reporting Period:</b> 2017 - 2018 <b>Target Met:</b> 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</p>	<p><b>Improvement:</b> Enhance collaboration with other college personnel to enhance students' personal and academic growth and development. (09/20/2018)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>skills necessary to prepare participants for employment process, i.e., October 2017 and April 2018.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.</p>	<p>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.</p> <p>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 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.</p> <p>(09/20/2018)</p>	
		<p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> Yes</p> <p>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>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><b>Improvement:</b> Enhance collaboration with faculty to increase student participation to enhance student success.</p> <p>(09/20/2018)</p>
	<p><b>Survey -</b> Facilitate at least one job fair activity to assist students to employment opportunities available.</p> <p><b>Target:</b> 90% positive rating in a survey administered to participants.</p>	<p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> Yes</p> <p>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.</p> <p>The pretest and posttest questions were in multiple-choice</p>	<p><b>Improvement:</b> 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.</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Survey</b> - 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.  <b>Target:</b> 90% positive rating in a survey administered to participants.</p>	<p>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 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)</p> <p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> 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.</p> <p>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)</p>	<p>(09/20/2018)</p> <p><b>Improvement:</b> Enhance and improve preparation methods to inspire more students to participate in workshop.  (09/20/2018)</p> <hr/> <p><b>Improvement:</b> Enhance and improve reporting of evaluation results. (09/20/2018)</p>
<p><b>2018-2019 Counseling Services Outcome 1</b> - Students who utilize</p>	<p><b>Descriptive Statistics</b> - Facilitate</p>	<p><b>Reporting Period:</b> 2018 - 2019</p>	

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>tutorial services shall pass the course tutored by the end of the academic term  <b>AUO Status:</b> Inactive  <b>AUO Assessment Cycle:</b> 2018 - 2019  <b>Start Date:</b> 10/01/2018</p>	<p>training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (October for fall, February during Spring)  <b>Target:</b> 85% of students who utilized the tutoring services will pass courses tutored.</p>	<p><b>Target Met:</b> Yes  The third annual tutors' training was held on October 13, 2018. The objective of the workshop was for the tutors to have a more clear understanding of their roles and responsibilities to better impact the college's mission. (07/16/2019)  <b>Improvement Plan:</b> More communications between instructor to tutors, and tutors to tutees.</p>	
	<p><b>Descriptive Statistics</b> - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.  <b>Target:</b> Coordinate and collaborate at least once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> 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. Three (3) instructors have recently been hired as part time tutors. (07/16/2019)  <b>Improvement Plan:</b> Enhance communication with Instructional Coordinator and instructors.</p>	
	<p><b>Survey</b> - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.  <b>Target:</b> 85% positive ratings in satisfaction survey administered to a cohort group of students.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> No  100 students utilized the tutoring services for this reporting period. Of the 100, the breakdown of final grades are as follows:  A=20  B=30  C=33  D=9  F= 6  I- 1  W-1</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Descriptive Statistics</b> - Continue to implement the 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><b>Target:</b> Distribute to tutors and faculty published informational procedures manual. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to 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>This shows that 83% of students who utilized the tutoring services were able to pass their courses tutored with a C or above. (09/18/2019)</p> <p><b>Improvement Plan:</b> Continue to enhance communication and collaboration with faculty, students, and tutors to ensure student success.</p> <p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. A procedures manual was distributed to the tutors and sent to the IC to ensure that the understanding of the roles of the tutors and the procedures involved in the tutoring services process. (09/18/2019)</p> <p><b>Improvement Plan:</b> Continue to meet with faculty at the beginning of the school year to further improve outreach to students.</p>	
	<p><b>Exam/Quiz - Pre-Post</b> - 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 2018 and April 2019.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference.</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Counselors and tutors facilitated a test taking skills workshop on February 22, 2019 to assist participants in developing skills necessary for success in students' academic courses. The workshop covered test anxiety, time management, and study skills. A pre/post test was used to measure the success of the workshop. The result showed a</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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57% increase rate in mean from pre and post tests. (07/16/2019)  
**Improvement Plan:** 1. Plan ahead of time to increase student participation.  
 2. Make recommendation for all seeking tutoring services to attend workshop.

**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 offered through conferences and/or workshop trainings. or workshop trainings.  
**Target:** Continuous improvement of tutorial services.

**Reporting Period:** 2018 - 2019  
**Target Met:** No  
 Membership for the American School Counselor Association was not renewed. (09/18/2019)  
**Improvement Plan:** Will obtain membership of a national tutoring association to further update tutors and coordinators of best practices through professional development offered.

**2018-2019 Counseling Services Outcome 2** - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2018 - 2019  
**Start Date:** 10/01/2018

**Survey** - Facilitate at least one career workshop per semester designed to introduce to students the different career they can pursue based on their chosen majors.  
**Target:** Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.

**Reporting Period:** 2018 - 2019  
**Target Met:** No  
 Counseling services is committed to help students find employment after graduating for COM-FSM by providing a career fair to introduce students to various career opportunities available to them. Counseling services hosted a three day career fair activity on November 21, 26, and 28. Resume writing workshops were conducted on the first two days, while the last day several employers/programs were invited to network with the students. The employers/programs were selected based on the academic programs that are provided at the college. A survey used to measure the positive rating of participants showed that 93% rated the career fair to be satisfactory. (07/16/2019)  
**Improvement Plan:** 1. Resume writing workshops and career fair to be conducted earlier in the semester to avoid conflict of student schedules and/or exam preparations.  
 2. Attract more student participants with enhanced

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Exam/Quiz - Pre-Post</b> - 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 2018 and April 2019.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.</p>	<p>advertising and incentives. 3. Scheduling of activity to not conflict with other activities.</p> <p><b>Reporting Period:</b> 2018 - 2019 <b>Target Met:</b> Yes Two resume workshops were conducted during the three day career fair for both CTEC and National Campus students in November 2018. The purpose of the workshops were to help students prepare their resumes for the career fair. A survey showed 93% participant satisfaction. Another resume workshop was conducted on March 22, 2019. A pre/post test was used to measure the success of the workshop. The mean of the pre and post test resulted in a 76% increase rate. (07/16/2019)</p> <p><b>Improvement Plan:</b> 1. Conduct resume workshops earlier in the semester. 2. Increase number of participants by collaborating with faculty, students, etc. 3. Enhance advertisement of workshops.</p>	
	<p><b>Survey</b> - Facilitate at least one job fair activity to assist students to employment opportunities available.</p> <p><b>Target:</b> 90% positive rating in a survey administered to participants.</p>	<p><b>Reporting Period:</b> 2018 - 2019 <b>Target Met:</b> Yes Counseling services is committed to help students find employment after graduating for COM-FSM by providing a career fair to introduce students to various career opportunities available to them. Counseling services hosted a three day career fair activity on November 21, 26, and 28. Resume writing workshops were conducted on the first two days, while the last day several employers/programs were invited to network with the students. The employers/programs were selected based on the academic programs that are provided at the college. A survey used to measure the positive rating of participants showed that 93% rated the career fair to be satisfactory. (07/16/2019)</p> <p><b>Improvement Plan:</b> 1. Increase student participation through active advertisement of activity. 2. Implement plan ahead of time.</p>	

**2019-2020 Counseling Services Outcome 1** - Students who utilize the

**Descriptive Statistics** - Facilitate

**Reporting Period:** 2019 - 2020

**Improvement:** Continue to



<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>tutorial services shall pass the course tutored by the end of the academic term.  <b>AUO Status:</b> Inactive  <b>AUO Assessment Cycle:</b> 2019 - 2020</p>	<p>annual training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (i.e. October for fall, February for spring)  <b>Target:</b> 85% of students who utilize the tutoring services will pass coursed tutored.   <b>Survey -</b> Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.  <b>Target:</b> Continue to enhance collaboration at least once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.</p>	<p><b>Target Met:</b> Yes  SY 2019-2020 tutor annual training took place on Oct. 12, 2019 and 4 tutors participated. Topics explored via presentation included 1) Roles and Expectations, 2) Leadership, and (3) Work Ethics. 100% of the participants felt that the presentation was very useful and important, and they encouraged more of its kind in the future. They only wished there was enough time to explore more into each of the topics discussed. (07/06/2020)   <b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> Yes  At the beginning of the school year, one counselor sat in on a faculty meeting to promote the services available at the Counseling Office, specifically the tutorial service and encouraged the instructors to refer their students to the counselors earlier so they can be assisted before the midterm exams. (07/06/2020)  <b>Improvement Plan:</b> Utilize Schoology and Drop Out Detective to intervene early to ensure student success.</p>	<p>encourage faculty and staff participation of annual tutor training to ensure quality and effective tutorial services. (07/07/2020)   <b>Improvement:</b> Continue to collaborate and encourage faculty and staff participation in annual tutor trainings to provide adequate tutorial services to students. Utilize Schoology to participate in faculty discussions to better enhance counselor, tutor, and faculty collaboration. (07/07/2020)</p>
	<p><b>Survey -</b> Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.  <b>Target:</b> 85% positive ratings in satisfaction survey to be administered to a cohort group of students.</p>	<p><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> No  Sixty-five (65) students utilized the tutorial services for fall 2019. Five (5) were for nonacademic purposes, and three (3) were not found in the system. Nine (9) of the of the fifty-seven (57) remaining were not on the mid term deficiency list but sought tutorial assistance which resulted with two (2) students being on the Dean’s List and one (1) on the President’s List. A few of the students sought tutorial assistance in more than one course/subject, which totaled the number to eighty-two (82).  A 7 9%  B 21 26%  C 20 24%  D 13 16%  P 1 1%  W 4 5%  NP 2 2%  F 14 17%  (07/06/2020)</p>	<p><b>Improvement:</b> Continue to track progress of students through SIS and Drop Out Detective through Schoology. (07/07/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Descriptive Statistics</b> - Design, develop, and implement a mechanism (or outreach) engaging students to avail themselves of the counseling and tutorial services; collaborate with faculty and academic advisers to formalize a referral system to ensure just-in-time response and support are given to at-risk students.</p> <p><b>Target:</b> Distribute to tutors and faculty published informational procedures manual annually. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to 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><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> No  Forty (40) students utilized the tutoring services for Spring 2020. Due to the sudden shut down after mid term exam due to COVID19, we were unable to track their progress. (07/06/2020)</p> <p><b>Improvement Plan:</b> Continue to track student progress through Drop Out Detective, Schoology, and SIS.</p> <p><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> Yes  Distribute to tutors and faculty published informational procedures manual. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to 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>By collaborating with staff and faculty, students are reached through e-mail to provide support for at-risk students. (07/07/2020)</p>	<p><b>Improvement:</b> Continuously track the progress of students through the use of SIS and Dropout Detective through Schoology. (07/07/2020)</p> <p><b>Improvement:</b> Formalize a referral system to ensure just-in-time response and support are given to at-risk-students through the use of Dropout Detective and Schoology. (07/07/2020)</p>
	<p><b>Exam/Quiz - Pre-Post</b> - 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 2019 and April 2020.</p> <p><b>Target:</b> Pre-and post tests, a statistically significant difference.</p>	<p><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> Yes  The work shop was conducted on February 5, 2020 in three segments with a presentation and discussion on the following topics: (a) Studying Strategies, tips and advice (b) Test Taking Strategies &amp; tips and (c) Test Anxiety. Pre and post test data were collected from the participants. The data provided a pretest success average of 67.84% and a</p>	<p><b>Improvement:</b> Refine workshop to reflect participant feedback for future audiences. With the current changes the counselors and tutors will have to refine the workshop to be implemented online to serve the student population. (07/07/2020)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Descriptive Statistics</b> - Obtain and</p>	<p>post test success average of 96.22%. Over-all results before and after the workshop were compared and the outcome expressed a 28.38% margin of success. Individual student results, concerns, questions, and suggestions provide valuable feedback as they help refine the workshop for future audiences. All recommendations made in this workshop will be taken into account and carefully considered in preparation for the next Test Taking Tips and Strategies Workshop. (07/07/2020)</p> <p><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> Yes  A workshop on Student Success and Life Skills was organized by the tutor and counselors to review and discuss academic support services and resources to gain better insight on how to further improve student academic success. The workshop took place on January 22, 2020. With collaboration and communication with other faculty and staff, approximately 125 students were able to attend the workshop. Participants represented a variety of both off-campus and resident hall students. The workshop was organized into one main session. It was conducted in three segments with presentations and discussions on the following topics: (a) Academic support tips and advice (Conventional and Non-conventional); (b) Utilizing the Syllabus Road Map; and (c) Student Financial Risk management. This workshop provided the opportunity to explore these methods more in depth, utilizing participant feedback to enhance the discussion and further contribute more context and understanding toward the methods and approaches currently applied as standard practice. Suggestions made in this workshop will be taken into account and considered in preparation for the next Workshop on Student Success (07/07/2020)  <b>Improvement Plan:</b> There was no evaluation tool used to measure the success the of the workshop. Counselors and tutor will work on an evaluation tool to measure the outcome of future Student Success and Life Skills Workshop. Plan and implement workshop(s) online.</p> <p><b>Reporting Period:</b> 2019 - 2020</p>	<p><b>Improvement:</b> There was no evaluation tool used to measure the success the of the workshop. Counselors and tutor will work on an evaluation tool to measure the outcome of future Student Success and Life Skills Workshop. Plan and implement workshop(s) online. (07/07/2020)</p> <p><b>Improvement:</b> Obtain</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>renew at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.</p> <p><b>Target:</b> Continuous improvement of tutorial services.</p>	<p><b>Target Met:</b> No</p> <p>Did not obtain or renew membership of a national tutoring association through professional development offered through conferences and/or workshop trainings due to minimal funding. (07/07/2020)</p> <p><b>Improvement Plan:</b> Find online workshop trainings to further update tutors and coordinators of best practices.</p>	<p>membership of a national association through professional development offered through ONLINE workshop trainings. (07/07/2020)</p>
<p><b>2019-2020 Counseling Services Outcome 2</b> - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p><b>AUO Status:</b> Inactive</p> <p><b>AUO Assessment Cycle:</b> 2019 - 2020</p>	<p><b>Survey</b> - Facilitate at least one career workshop per semester designed to introduce to students the different careers they can pursue based on their chosen majors.</p> <p><b>Target:</b> 95% positive rating in a survey administered to participants.</p>	<p><b>Reporting Period:</b> 2019 - 2020</p> <p><b>Target Met:</b> Yes</p> <p>On November 6, 2019 COM-FSM National campus and CTEC counseling office had their annual Career fair in front of the College of Micronesia-FSM National Campus Library. Stakeholders from FSM Telecom (FSM TC), International Organization for Migration (IOM), Pohnpei State Department of Health, Pohnpei State Department of Education, and Moylan's Insurance were able to participate in this year's Career Fair Day. The Career Fair provided a networking opportunity to both our college students and the external stakeholders. This event provided the students an opportunity to explore the roles of each stakeholders and the contribution they provide to the Federated State of Micronesia. Internships, job opportunities, and educational mapping were some of the information shared throughout the event. This gave students insightful information how their courses would benefit them if they were to pursue a position with the employers at the tables.</p> <p>A total of 75 students participated in the event and out of the 75 participants, 32 students were from the Residence Hall and 43 students were from off campus. A survey with questionnaires was distributed to evaluate the career fair. 91% positive rating in survey administered to participants. (07/07/2020)</p>	<p><b>Improvement:</b> Improve communication with agencies to better provide active participation to have a variety of career choices available to the participants. (07/07/2020)</p>
	<p><b>Exam/Quiz - Pre-Post</b> - Facilitate at least one resume and interview workshop early in the semester to</p>	<p><b>Reporting Period:</b> 2019 - 2020</p> <p><b>Target Met:</b> No</p> <p>No resume and interview workshop conducted.</p>	<p><b>Improvement:</b> Improve planning and implementation of activity. (07/07/2020)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>prepare participants for the employment process.  <b>Target:</b> Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.</p> <p><b>Survey -</b> Facilitate at least one job fair activity to assist students to employment opportunities available.  <b>Target:</b> 95% positive rating in a survey administered to participants.</p>	<p>(07/07/2020)  <b>Improvement Plan:</b> Improve planning and implementation of activity.</p> <p><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> No  Career Fair was utilized to assist students to employment opportunities available in their field of studies. Stakeholders from FSM Telecom (FSM TC), International Organization for Migration (IOM), Pohnpei State Department of Health, Pohnpei State Department of Education and Moylan's Insurance were able to participate in this year's Career Fair Day. The Career Fair provided a networking opportunity to both our college students and the external stakeholders. This event provided the students an opportunity to explore the roles of each stakeholders and the contribution they provide to the Federated State of Micronesia. Internships, job opportunities, and educational mapping were some of the information shared throughout the event. This gave students insightful information how their courses would benefit them if they were to pursue a position with the employers at the tables.  A total of 75 students participated in the event and out of the 75 participants, 32 students were from the Residence Hall and 43 students were from off campus. A survey with questionnaires was distributed to evaluate the career fair. 90% positive rating in survey administered to participants.  (07/07/2020)</p>	<p><b>Improvement:</b> Job Fair was combined into the Career Fair activities by having the employers share with the participants the type of employment opportunities available and how that employment opportunity relates to the participants choice of major.  Enhance collaboration with faculty and staff to encourage more student participation of the activity. (07/07/2020)</p>