

The College of Micronesia-FSM is a learner-centered institution of higher education that is committed to the success of the Federated States of Micronesia by providing academic and career & technical educational programs characterized by continuous improvement and best practices. 1

College of Micronesia-FSM Administrative Unit Program Review Template & Checklist

1. Program Review Information			
1.1 AU Full Official Title	Department of Administrative Services		
1.2 Campus(es)	Headquartered at the National Campus	1.4 Date submitted to supervisor	March 16, 2021
1.3 Lead writer (include campus code)	Joseph Habuchmai	1.5 Assessment program review cycle	FY2015 -2019
2. Administrative Unit (AU) Program Review Summary			
2.1 Administrative Unit Mission Statement			
What is the fundamental purpose and value of the administrative unit? Who do you provide services to? 1 – 2 sentences, aligned with COM-FSM's mission statement .			
2.1 <p>AU supports the institutional mission by ensuring sufficient human resources capacity, a healthy and safe working and learning environment, and sufficient and well managed fiscal resources that will maintain financial stability to support the academic mission of the college.</p> <p>AU ensures continuous improvement in support of quality support services in terms of physical, fiscal, and human resources at the college to students, faculty, staff and the community the college serves.</p>			
2.2 How does the AU support achieving the COM-FSM Strategic Plan 2018 – 2023?			
Refer to COM-FSM Strategic Plan 2018-2023 and the two strategic directions. Refer to specific measures of success when appropriate.			
2.2 AU supports current Strategic Plan 2018-2023 with regards to the strengthen resources to meet current and future needs through revenue diversification, efficient use, innovation, effective allocation, conservation infrastructure upgrades and investment in human capital.			
2.3 How does the AU ensure COM-FSM is meeting or exceeding ACCJC accreditation standards?			
Which specific ACCJC accreditation standards does the AU help COM-FSM meet?			
2.3 AU help meet standards IIIA, IIIB, and IIID with regards to investment in human capital, physical resources, financial resources, investment strategies, and asset inventories. <ul style="list-style-type: none"> • Standard IIIA Human Resources • Standard IIIB Physical Resources • Standard IIID Financial Resources 			
2.4 Old goals			
What was the unit trying to accomplish during this period? What were the Administrative Unit Objectives (AUOs)? List the AUOs for each year. If your unit has more than one distinct component, list their AUOs separately.			
2.4			

How the unit support this

The 2010-2011 and 2011-2012 assessment reports reveals that this unit has strengthened its administrative services to the various offices that provides support to instructional programs and institutional effectiveness and foster student's success. The unit supports the strategic goals of the college by providing quality services and continuous improvement of programs, services and the college's environment.

The 2011-2012 assessment report also direct us to refocus our attention to the newly created college's 2013-2017 and now the 2018- 2023 strategic directions. In the same review, the department align its mission statement to reflect greater focus on student success. Department's offices created new mission statements to reflect the new focus.

VPAS office coordinate quality support services from effective human resources, adequate working and learning environment, ensure sufficient and well managed fiscal resources and maintain financial stability, and ensure continuous improvement based on planning and assessment.

2.5 Summary of Assessment Results

Analysis here **summarizes** the results presented in section 4.1 of this document. **Summarize** the findings of your results:

- 2.5.1. **What did you learn** from the data you collected and analyzed?
- 2.5.2. To what extent did you **achieve your goals**? How many of your goals did you achieve?
- 2.5.3. How has this evidence been **used to improve the services you provide**?

2.5.1

- Annual assessments using records of office logs, surveys, and frequency counts. Annual assessment of the budget process has been the primary function of this AU.

In indicated level of performances in each areas of oversights for instance it measures the number of meetings conducted, effectiveness of how the various outcomes were achieved. These were recorded

in the annual assessment reports for AU's 2016-2017, 2017-2018 and 2018-2019.

- 2.5.2 AU coordinate department's efforts in timely completion of reports and other submissions as required for accreditation and other purposes.
- 2.5.3 Based on the outcome of the assessment plans, we determine level of accomplishments for each area and then revise work plans to deal with them. For example, full use of the MIP for HR component of the Program was not fully implemented but has been recorded in the Tracdat as action items to be followed through in the next cycle of the program review. In 2018, the MIP HR component was inputted by one of the HRO staff that she eventually left the office so the work was still left unfinished.
- 2.5.4 The space utilization and energy plan at the college was completed with full endorsement of this unit and invested time and efforts to its successful completion. This plan will be used to inform us on budgeting and planning for future facility's needs. Other facilities designs and energy conservation has become part of the department effort to plan accordingly to keep up with the changing needs emanating from costs of materials and energy use at all campuses.
- 2.4.5 Each year the budget development process is being revised to improve planning and involvement of all stakeholders.

2.6 Latest goals

What is the unit now trying to accomplish? Write the current year and the Administrative Unit Objectives (AUOs)? If your unit has more than one distinct component, list their AUOs separately. AUOs should: **link to** and **directly support** the Unit's **mission statement** in section 2.1 above; be **realistic**; be **limited to 3-5 in number**; and be **measurable**.

The means of assessment and criteria for success for these goals are provided in section 4.1 of this review.

- 2.6
- VPAS_AUO1_2020: Continue to be aggressive in energy conservation measures to reducing annual cost by 20 percent.
- All campuses to create signs to be posted at all facilities on campus to educate students and staff about energy reduction efforts.
 - Purchase energy savings AC units and install at all campuses and educate all to good practices in operating the units.
- VPAS_AUO2_2020: Administrative units improvement of services
- Continue to invest in employee development and capacity building to improve practices.
 - Put in place effective employee recruitment process to reduce time from recruitment to hiring.
- VPAS_AUO3_2020: Effective Preventative Maintenance services:
- Continue to hold the annual Preventative Maintenance meeting to update plans system wide.
 - Infrastructure upgraded in accordance to the first phase of the Facilities Master plan. The first phase is still ongoing with one project construction implemented and two are to be constructed in Sumer of 2021.
- VPAS AUO 4_2020 College is achieving its mission (Financial Integrity)

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- Balanced budget maintained
- Reserve maintained at more than 40 percent.
- Current levels of government financial support are annually maintained

2.7 Significant changes

Since the previous Administrative Unit Program Review, what significant changes - if any - have occurred that either positively or negatively impact the services of the Unit?

2.7 Operating costs of the college has continue to rise due to the current footprint of the college system being dispersed in a large geographically challenging area. The measure of success to reduce the operating cost of the college system has not been met therefore, hard decisions need to be made to address this for the sustainability of the college in terms of financial ability to operate.

3. Staff

3.1 Staff

Complete the table below to describe the current staff levels within the administrative unit across the four States. If there are multiple components, create a new table. Record the number of people holding the position, whether they are fulltime (FT), part-time (PT) or special contract (SC) and which VP budget responsibility they fall under. Include any other notes which you consider significant. Include all vacant positions including those which are budgeted, and others which are not yet budgeted or are temporarily not budgeted.

3.1

Current Staffing. Complete the table below				
List each position by classification	Percent of	Months per Year of	Source of Funding	FTE
Joseph Joe Habuchmai	100%	12 months	Annual Budget	
Sinobu Lebehn	100%	12 months	Annual Budget	
Other Resources. Complete the table below				
List each position by classification	Services Provided	Number of Hours	Overall	Source of Funding
Joseph Joe Habuchmai	Vice President of Administrative	80 hours biweekly	\$60,752	Annual Budget
Sinobu Lebehn	Executive Secretary	80 hours biweekly	\$13,000	Annual Budget

3.2 Appropriateness of Staffing Level

Use the data provided in 3.1 to comment on whether the AU has appropriate levels of staff. How has the staffing level evolved during the assessed period? Data of student enrollment by campus during the assessed period are provided as reference. If there are best practices benchmarks of staff to stakeholder's ratio, please provide and compare to your unit's staffing levels.

3.2 The current level of staffing for the VPAS Office is sufficient as of this reporting period of 2021

4. Assessment Results

4.1 Measuring Success and Using Results to Improve What You Do

Complete the table below. Include AUOs for each year during the assessed period. How did you measure progress towards each goal? How did you define "success"? What did the results show? How has the unit improved? What areas still need improvements? If your unit has more than one distinct component, create and complete a new table for each. Include the current AUOs, criteria for success and how you plan to measure these.

If State campuses have been working on different AUOs and have results to share, include these separately.

4.1 Measuring success and using results to improve:

- Measure of Success #1 Not met
- Measure of Success #2 Met
- Measure of Success #3 Not met
- Measure of Success #4 Met or exceeding
- Measure of Success #5 Met
- Measure of Success #6 Partially met
- Measure of Success #7 Met
- Measure of Success #8 Met

- Measure of Success #9 Met
- Measure of Success #10 Not available yet
- Measure of Success #11 Not met

4.2 Supporting Documentation

Use the space below to either a) directly provide evidence of the results shown in 4.1, or b) link to where this documentary evidence can be accessed. If referring to a long document, provide specific details eg. page number and location on document. Be clear about what evidence/links refer to which AUO by using reference numbers in the final column on the right in section 4.1 above.

4.2

5. Recommendations and Action Plan

5.1 Recommendations *Within* the Administrative Unit

Given the findings from this program review and **given the existing resources**, how can the unit improve the services it is providing? Think about where you would like the unit to be 4-5 years in the future – **what do you plan to have achieved by the next time you do a program review?** What recommendations do you give to yourself and other members of the unit’s team? Add at least 1 recommendation and include the activities associated with achieving this, how long it is expected to take, and who will be responsible. Consider using job title / function (not people’s names) in case of staff turnover.

Recommendation 1: VPAS AUO1: Continue to work toward achieving reduced energy use through conservation efforts and installation of AC units and other equipment to reduce the overall use of energy therefore realizing cost reductions.

Activities: Develop energy reduction signs and install energy savings AC units at all campuses.	Timeline	Person Responsible
AUO1.1 Develop energy savings signs to be posted at all campuses.	End of 2023	Director of maintenance and all stakeholders
AUO1.2 Purchase and install energy savings AC at all campuses	End of 2023	Director of Maintenance and all stakeholders

Recommendation 2: VPAS AUO2: Improving services provided by the department to all stakeholders.

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Activities: Improve Business Office, HR, Procurement,	Timeline	Person Responsible
<ul style="list-style-type: none"> Recommendation 3: Improve college preventative maintenance plan for all campuses. 		
Activities: Hold annual preventative maintenance plan meeting every year to update campuses' plans.	Timeline	Person Responsible
<ul style="list-style-type: none"> Infrastructure upgraded in accordance to the first phase of the Facilities Master plan. The first phase is still ongoing with one project construction implemented and two are to begin construction in summer of 2021. 	Annually End of 2025	SUPERVISORS Director of Maintenance/VPAS Director of Maintenance and VPAS
<ul style="list-style-type: none"> Program for Purchase order process online purchase and implemented 	FY2021	Director of PPMO/Comptroller

Recommendation 4: College Financial Planning and Sustainability		
Activities: Balanced annual budget, maintain reserve level, and government financial support.	Timeline	Person Responsible
<ul style="list-style-type: none"> College annual balanced budget will be maintained 	Annually	VPAS/Comptroller/VPs
<ul style="list-style-type: none"> Reserve maintained at more than 40 percent. 	Annually	VPAS/Comptroller/VPs
<ul style="list-style-type: none"> Current levels of government financial support are annually maintained 	Annually	President/VPAS/VPs

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<ul style="list-style-type: none"> Infrastructure upgraded in accordance to the first phase of the Facilities Master plan. The first phase is still ongoing with one project construction implemented and two are to be constructed in Sumer of 2021. 	<p>2021-2025</p>	

5.2 Recommendations *Beyond* the Administrative Unit

Based upon the findings from this program review, what recommendations do you suggest *to others* which will help your unit improve the services you provide. Consider recommendations to a) other administrative or instructional units, b) administrative leadership, c) students, d) other college stakeholders. You can also include recommendations to improve assessment practices and program review itself.

College of Micronesia-FSM Administrative Unit Program Review Checklist

Program Review Readers' Checklist Information															
Administrative Unit Full Official Title:															
To improve quality of program review, track progress and better ensure recommendations are followed, the assessment team readers will critically evaluate the program review and complete the checklist below: Yes, Needs Improvement (NI) or No (not included).															
<table border="1" style="width: 100%; border-collapse: collapse; margin: 10px auto;"> <thead> <tr> <th style="width: 30%;">Readers</th> <th style="width: 10%;">Campus</th> <th style="width: 40%;">Name</th> <th style="width: 20%;">Date</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Assessment team readers</td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Vice President</td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> </tr> </tbody> </table>				Readers	Campus	Name	Date	Assessment team readers				Vice President			
Readers	Campus	Name	Date												
Assessment team readers															
Vice President															
Please check <input checked="" type="checkbox"/> your responses to the following statements															
Statement	Yes	NI	No												
1.1 Administrative Unit Full Official Title: The unit is identified.															
1.2 Campus(es): Campus where unit is headquartered is written.															
1.3 Lead writer: The person responsible for writing program review & their campus is identified.															
1.4 Date submitted to supervisor:															
1.5 Assessment program review cycle: The years the review covers are listed – Financial Year (FY) or Academic year (AY) is shown.															
2.1 Administrative Unit Mission Statement: The mission statement, linked to the College mission, is provided.															
2.2 Support of COM-FSM Strategic Plan: Unit outcomes are logically connected to measures of success in the COM-FSM strategic plan.															
2.3 How does the AU support achieving the COM-FSM Strategic Plan 2018 – 2023? Reference is made to relevant strategic plans and measures.															
2.4 Old goals: The Administrative Unit Outcomes which were worked towards during the assessed period are written out in full year by year. Separate AUOs are provided for units with more than one distinct component.															
2.5.1 Summary of Results: The data collected is analyzed and summarized															
2.5.2 Summary of Results: The extent to which the goals were achieved is described.															
2.5.3 Summary of Results: A description on how the data were used to improve services is provided.															
2.6 Latest Goals: The current Administrative Unit Outcomes are written out in full. Separate AUOs are provided for units with more than one distinct component. AUOs clearly link to and support the Unit's mission statement, are realistic, are limited to 3-5 in number and are measurable.															
2.7 Significant Changes: Any significant changes that either positively or negatively impact the services of the Unit are provided.															
3.1 Staff: Staff are listed for each campus with their job title and/or functions, number of people with that position. Part-time (PT), Full-time (FT), or Special Contract (SC) is noted. The VP under which each staff members' salary is budgeted is listed. Any special considerations are listed as Notes.															
3.2 Appropriateness of Staffing Level: The data provided in 3.1 is analyzed for its appropriateness; significant changes during the assessed period are noted. When															

appropriate, the ratio of staff:stakeholders' served is provided with benchmarked data.			
4.1 Measuring Success and Using Results to Improve What You Do: AUOs are listed for each year including the latest goals . The way of measuring progress is described together with the criteria of success. The actual results and how they were used to improve services are provided. <u>It is clear which AUOs refer to which campuses and data from State campuses is included.</u>			
4.2 Supporting Documentation: Evidence from results is shown <u>OR</u> working links provided which clearly show the results to the reader.			
5.1 Recommendations <i>within</i> the Administrative Unit At least one recommendation – directly linked to specific findings of the program review – is provided, together with activities associated with completing this recommendation, a suggested timeline and a person responsible. <u>The recommendation is within the control of the administrative unit</u> and is based upon existing resources.			
5.2 Recommendations <i>beyond</i> the Administrative Unit (OPTIONAL) Recommendations to other administrative units, instructional units, students, administrative leadership or other stakeholders is provided.			

	Date
Endorsed by VP ___	
Endorsed by Assessment Team	
Signed by VP ___	