


Administrative Unit Program Review

AU Full Official Name	Counseling Services		
Campus	National	AU Review Submission Date	May 9, 2019
Completed by	Penselynn E. Sam Lead Counselor	AU Review Cycle	2015-2018 (2015-2016, 2016-2017 & 2017-2018)
Supervisor	Joey Oducado VP for Enrollment Management and Student Services	Date Submitted to Supervisor	May 9, 2019

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>Institutional Mission 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.</p>	<p>How the unit support the college's mission</p> <p>The AU supports the mission by providing services to a wide variety of students with different cultural backgrounds. Services include counseling, transfer advising, tutoring services, and career awareness programs.</p>
<p>Institutional Vision We provide quality education today for a successful tomorrow.</p>	<p>How the unit support the college's vision</p> <p>The AU provides a wide variety of services to students with different cultural backgrounds. These services include counseling, transfer advising, tutoring services, and career awareness programs that include resume writing and job interview skills.</p>
<p>Institutional Core Values</p> 	<p>How the unit support this</p> <p>Through teamwork and collaboration with other department units, the AU is able to provide services that support student learning and promote student success. Through assessment and planning the AU is accountable in daily activities and the community it serves.</p>

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<p>Institutional Strategic Directions</p> <ol style="list-style-type: none"> Innovate academic quality to ensure student success. Ensure student success by decreasing time to completion and increasing student satisfaction, persistence, retention, and graduation rates by innovating academic quality and enhancing student support services. Strengthen resources to meet current and future needs. Strengthen resources to meet current and future needs through revenue diversification, efficient use, innovation, effective allocation, conservation, infrastructure upgrades, and investment in human capital. 	<p>How the unit support this</p> <p>Through collaboration with other department units, the AU provides services and activities that are focused on student success. These services include but are not exclusive to personal counseling, disciplinary counseling, transferring information, workshops and trainings, and tutoring services.</p>
<p>AU Mission, Goals and Objectives</p>	
<p>Mission Statement</p> <p>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.</p>	<p>Goals</p> <p>Promote student success by providing programs and services that support the delivery of quality academics in a mission-driven, learner-centered environment.</p>
<p>Objectives</p>	<p>2015-2016 Cycle</p> <ol style="list-style-type: none"> Students who utilized the tutorial services shall pass the course(s) tutored by the end of the academic term. Students who received 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 US. Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development. <p>2016-2017 Cycle</p> <ol style="list-style-type: none"> Students who utilize the tutorial services will pass the course tutored by the end of the academic term. 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. Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development. <p>2017-2018 Cycle</p> <ol style="list-style-type: none"> Students who utilize the tutorial services will pass the course tutored by the end of the academic term. Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.
<p>Note</p> <p>This is the second program review that the AU had conducted to evaluate to evaluate its programs and services in order to continuously enhance their quality and currency. The first program review is accessible from: http://wiki.comfsm.fm/@api/deki/files/4287/=FY2010-2014_SSNCCS_PR.pdf</p>	

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AU Description, Data, and Trends Analysis				
<p>Describe the purpose, components, and staffing of the AU</p>	<p>The AU provides supplemental assistance to the success of the students. These include tutoring services, guidance counseling, transfer advising, academic workshops, and other services that contribute to the success of the student. There are currently three counselors at the National Campus.</p> <p>The AU has oversight of the tutoring services, college-wide. The Lead Counselor oversees the counseling and tutoring services.</p>			
Current Staffing. Complete the table below.				
List each position by classification	Percent of employment	Months per year of employment	Source of funding	FTE
Student Services Specialist V-Lead Counselor	100%	12 months	Annual Budget	1
Student Services Specialist IV	100%	12 months	Annual Budget	1
Student Services Specialist IV	100%	12 months	Annual Budget	1
Other Resources. Complete the table below.				
List each position by classification	Services provided	Number of hours	Overall cost	Sources of funding
Tutors (22), college wide	Help students develop study skills and organization techniques to help improve their academic performance.	Per contact hours	\$60,000.00	Annual Budget
Utilize the data provided in the above table of the appropriateness of the staffing levels of the AU				
<p>The college's Enrollment Management/Campus Standards Key Indicators of February 2014 provides the recommended ratio of one full-time equivalent (FTE) counselor for every 250 students (1:250). With the three FTE counselors at the National Campus, counselor to student ratio is: 1:306 — i.e., taking fall 2018's enrollment of 920 headcounts.</p> <p>AU currently has an appropriate staffing level.</p>				
How does the AU serve the population of the college?				
<p>As mentioned in the preceding section of this program review, the AU provides supplemental assistance to the success of the students. These include tutoring services, guidance counseling, transfer advising, academic workshops, and other services that contribute to the success of the student.</p>				
Since the previous AU program review, what significant changes have occurred that impact the services of the AU?				
<p>Since the previous AU program review, there were only 2 counselors to service over 800+ students at the National Campus. Since then the counseling services had filled the vacant position and there are currently 3 counselors.</p> <p>Students' academic and personal development is the emphasis of counseling office's workshops and/or activities. Training and other resources are prioritized in order to improve the services of the counseling office and tutoring center.</p> <p>Annual outcome assessments using surveys, pre- and post-tests, frequency counts, and others has shown that the counseling service's activities and tutoring services have a positive impact on student success. The results have encouraged the counseling services to increase the number of students targeted.</p>				

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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 the analysis been used to make improvements to the services provided by the AU?
Annual Assessment	<p>See AU's 2015-2016 Annual Assessment Report (Results and Improvement Plan Sections), http://wiki.comfsm.fm/@api/deki/files/5554/=2015-2016_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf</p> <p>See AU's 2016-2017 Annual Assessment Report (Results and Improvement Plan Sections), http://wiki.comfsm.fm/@api/deki/files/5135/=FY2017_EMSSN_CS_TracDat.pdf</p> <p>See AU's 2017-2018 Annual Assessment Report (Results and Improvement Plan Sections), http://wiki.comfsm.fm/@api/deki/files/5555/=2017-2018_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf</p>	<p>See AU's 2015-2016 Annual Assessment Report (Results and Improvement Plan Sections), http://wiki.comfsm.fm/@api/deki/files/5554/=2015-2016_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf</p> <p>See AU's 2016-2017 Annual Assessment Report (Results and Improvement Plan Sections), http://wiki.comfsm.fm/@api/deki/files/5135/=FY2017_EMSSN_CS_TracDat.pdf</p> <p>See AU's 2017-2018 Annual Assessment Report (Results and Improvement Plan Sections), http://wiki.comfsm.fm/@api/deki/files/5555/=2017-2018_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf</p>
Provide any other data that are relevant to this AU's program review		
See preceding section		
Strength, Weaknesses, Opportunities, Challenges (SWOC) Analysis		
Based on analysis in the preceding sections, what are the AU's Strengths ?	<ol style="list-style-type: none"> 1. Tutoring and counseling educational activities have a positive impact on student success as shown in the AU's assessment reports 2016-2018. 2. Collaborative efforts among staff within the division. 	
Based on analysis in the preceding sections, what are the AU's Weaknesses ?	<ol style="list-style-type: none"> 1. Minimal students utilizing tutorial services. 2. A lack of or limited access to staff development fund or resources to enhance counseling services. 	
Based on analysis in the preceding sections, what are the opportunities existing for the AU?	<ol style="list-style-type: none"> 1. Improve in all areas with cross training. 2. Network with student and faculty to further increase student participation in activities conducted by the AU. 	
Based on analysis in the preceding sections, what are the challenges exist for the AU?	<ol style="list-style-type: none"> 1. Lack of or limited A lack of or limited access to staff development fund or resources to enhance or update counseling services. 	
Evaluation of the Process used by AU		
Describe any on-going systematic method used to evaluate the efficacy of processes by the AU		
<p>AU conducts annual assessment of its programs and services. In a longer term, it is required to conduct a more comprehensive review every two year of its programs and services (biennial program review). It then uses the results of its annual assessments for yearly budget allocation and reallocation. While this is the first program review conducted about the office's programs and services, the results will be used as critical points for the college's non-academic program prioritization that will inform the development of a five-year strategic plan. Additionally, to ensure compliance with ACJCC/WASC Standards.</p> <p>Currently all activities are based on assessment plans and are linked to the ACJCC/WASC Standards, the college's Strategic Directions, Educational Master Plan's goals and objectives, and allocation of funds are based on performance based and unit program activities.</p>		

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Provide examples of how this AU program review has led to continuous quality improvement	
Recommendations from previous program review	Resulting changes/Actions
Collaboration with faculty, and the implementation of an outreach engaging students to avail themselves of the counseling and tutoring services to ensure just-in-time response and support are given to at-risk students.	An increase in communication and collaboration between counselors and faculty through the hiring of instructors as tutors and frequent communication between counselors and the instructional coordinator. Tutors are more visible due to their reaching out to the students by approaching them rather than waiting for students to seek them out.
Enhanced workshops and collaboration with faculty to ensure more student engagement.	More students were engaged in workshops, lectures, and programs to enhance their personal and academic growth and development.

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
2015-2016 EMSS Counseling Services Assessment	See http://wiki.comfsm.fm/@api/deki/files/5554/=2015-2016_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf			
2016-2017 EMSS Counseling Services Assessment	See http://wiki.comfsm.fm/@api/deki/files/5135/=FY2017_EMSSN_CS_TracDat.pdf			
2017-2018 EMSS Counseling Services Assessment	See http://wiki.comfsm.fm/@api/deki/files/5555/=2017-2018_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf			

AU Assessments. Complete the table below					
Outcome Number	Intended Outcomes	Means of Assessment	Criteria of Success	Summary of Data Collected	Use of Results
2015-2016 EMSS Counseling Services Assessment	See http://wiki.comfsm.fm/@api/deki/files/5554/=2015-2016_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf				
2016-2017 EMSS Counseling Services Assessment	See http://wiki.comfsm.fm/@api/deki/files/5135/=FY2017_EMSSN_CS_TracDat.pdf				
2017-2018 EMSS Counseling Services Assessment	See http://wiki.comfsm.fm/@api/deki/files/5555/=2017-2018_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf				

How has AU's assessment of service outcomes led to improvement in the services to patrons
See 2015-2016 EMSS Counseling Services Assessment, http://wiki.comfsm.fm/@api/deki/files/5554/=2015-2016_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf
See 2016-2017 EMSS Counseling Services Assessment, http://wiki.comfsm.fm/@api/deki/files/5135/=FY2017_EMSSN_CS_TracDat.pdf
See 2017-2018 EMSS Counseling Services Assessment, http://wiki.comfsm.fm/@api/deki/files/5555/=2017-2018_EMSS_SN_Counseling_Annual_Assessment_Report_TracDat.pdf

What challenges remain to make AU more effective?
See prior section on AU's weaknesses and challenges.

Describe how the AU's Service Area Outcomes are linked to the Institutional Goals		
Institutional Goals	Area Service Outcomes	Linkages
See prior section on how AU supports the college's Institutional Goals		

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Evaluation of Progress toward previous goals		
List the goals from AU's previous program review		
Goals from previous program review	Level of Success Achieved	
Increase student retention	Continued collaboration with faculty through the Instructional Coordinator (IC) provided adequate tutorial services to students. For example, the outcome: 85% of students who utilized tutorial services passed the course(s) tutored at the end of the semester.	
Promote professional growth and development	Pre and post tests and surveys showed that: (a) 50% of students who participated in the AU's career and educational activities showed a statistically significant difference; and (b) 90% positive rating.	
In case where resources were allocated toward goals, evaluate the efficacy of that spending		
Goals from previous program review	Resources allocated	Efficacy of spending
Short-Term and Long-Term Goals		
Using the table below, list the short-term and long-term goals for the AU. These goals should follow logically from the information provided in the program review. Use separate table for each additional goal.		
Short-Term Goals 1 (Two-Year Cycle)		
Identify Goal	Increase student retention	
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> 1. Continue to support, enhance, and promote tutoring services. 2. Enhance trainings conducted per semester on effective tutoring services to tutors to ensure efficient and quality services. 3. Improve coordination and collaboration with faculty and other support services staff to further develop, improve and implement effective tutoring services including timely referrals of academically at-risk students for appropriate interventions. 4. Continue to provide routine advertisements and other similar forms of announcements about the tutoring services by posting either electronic or print forms of media for increased awareness of the stakeholders. 5. Hiring of tutors will continue to be based on a tutor's ability to tutor in multi subject areas to minimize number of tutors hired but increase the number in subject areas tutored. 	
What measurable outcome is anticipated for this goal?	With the assistance of tutoring services, students will be able to pass their courses, therefore, contributing to student success and retention.	
What specific aspects of this goal can be accomplished without additional resources?	Additional funding may not be needed as activities are budgeted for each fiscal year.	
Short-Term Goals 2 (Two-Year Cycle)		
Identify Goal	Promote career awareness for professional growth and development to support student success	
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> 1. Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors. 2. 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. 3. Facilitate at least one job fair activity to assist students to employment opportunities available. 	

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What measurable outcome is anticipated for this goal?	Professional growth and development of students
What specific aspects of this goal can be accomplished without additional resources?	Additional funding may not be needed as activities are budgeted for each fiscal year.
Long-Term Goals (Four-Year Cycle)	
Identify Goal	Promote professional growth and development of counselors to enhance the support of student success.
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> 1. In collaboration with other units, utilize cross training of services to enhance services to support student success. 2. Apply for membership in counseling organizations to be better informed of new and updated information on the areas of counseling. 3. Attend trainings, workshops, and/or conferences to update skills and services to better serve students and/or clients.
What measurable outcome is anticipated for this goal?	Professional growth and development of staff to support student success
What specific aspects of this goal can be accomplished without additional resources?	Cross training of services can be accomplished without additional financial resources

Request for Resources

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 in this AU program review.

Long-Term Goal (Five-Year Cycle) 1

Goal number and goal description	Promote professional growth and development of counselors to enhance the support of student success.	
Type of Resources	Requested Dollar Amount	Potential Funding Source
Staff development	\$10,000.00	Next FY budget

AU Program Review Summary

This section provides the reader with an overview of the highlights, and key segments of the AU program review. It should include new information that is not mentioned in the preceding sections of this document.

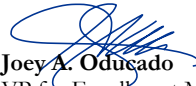
None. There are no new information that is not mentioned in the preceding sections of this program review that should be mentioned in this section.

Response Page

AU Vice President or appropriate immediate Management Supervisor

I concur with the findings contained in this AU program review.

I concur with the findings contained in this AU program review with following exceptions (include a narrative explaining the basis for each exception):


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I do not concur with the findings contained in this AU program review (include a narrative explaining basis):