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Administrative Unit Program Review

AU Full Official Name	Financial Aid Office		
Campus	National	AU Review Submission Date	May 6, 2021
Completed by	Arinda S. Halbert Tetaake Yee Ting Faustino Yarofaisug	AU Review Cycle	2014-2018
Supervisor	Joey Oducado	Date Submitted to Supervisor	May 7, 2021
<b>Mission and Goals</b>			
The institutional mission, vision, core values, and goals drive all college's activities. Describe how your unit support each of these.			
<p><b>Institutional Mission</b> 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 &amp; technical educational programs characterized by continuous improvement and best practices</p>		<p><b>How the unit support the college's mission</b> Financial Aid Office provides programs and services that support student success. It is committed to provide financial assistance to support students to achieve their goals in academic, career and technical education opportunities as provided by the institution.</p>	
<p><b>Institutional Vision</b> College of Micronesia-FSM will provide educational opportunities of the highest quality and will embrace the life-long pursuit of knowledge and the enrichment of the diverse Micronesian communities we serve. (2013-2018).</p> <p><b>Institutional Vision</b> We provide quality education today for a successful tomorrow (2018-2023)</p>		<p><b>How the unit support the college's vision</b> Although not directly, the office provides services that support to pay for students' educational cost and provides opportunities for part-time jobs via its Work-Study Program.</p>	
<p><b>Institutional Core Values (2013-2018)</b></p> <ol style="list-style-type: none"> <li>1. Learner-centeredness</li> <li>2. Professional behavior</li> <li>3. Innovation</li> <li>4. Honesty and ethical behavior</li> <li>5. Commitment to hard work</li> <li>6. Team work</li> <li>7. Accountability</li> </ol> <p><b>Institutional Core Values (2018-2023)</b></p> <ol style="list-style-type: none"> <li>1. Professionalism</li> <li>2. Commitment</li> <li>3. Learner-Centeredness</li> <li>4. Teamwork</li> <li>5. Excellence</li> </ol> <p><b>The College of Micronesia Strategic Plan 2013-2018</b></p>		<p><b>How the unit support this</b> Financial Aid Office supports the College of Micronesia Strategic Plan (2013-2018) (1). <i>Focus on Student Success</i> and the Strategic Plan 2018-2023 Strategic Directions (1). <i>Innovate Academic Quality to ensure students success</i> by maintaining the college eligibility to the federal programs and continued to seek national, state, and other sources of financial aid assistance to its student population.</p>	

<ol style="list-style-type: none"> <li>1. <b>Focus on student success.</b> The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “access and success” with appropriate career pathways for learners.</li> <li>2. <b>Emphasize academic offerings in service to national needs.</b> The College of Micronesia-FSM will increase the number of four-year program opportunities while also strengthening the career and technical educational opportunities for non-college-bound students.</li> <li>3. <b>Be financially sound, fiscally responsible, and build resources in anticipation of future needs.</b> The College of Micronesia-FSM will generate diversified revenue sources, create an allied foundation, and accumulate reserves and endowment assets.</li> <li>4. <b>Invest in and build a strong capacity in human capital.</b> The College of Micronesia-FSM will support and strengthen faculty, staff, and administrators through establishment of aspirational goals for credentialing and funding professional development and building upon organizational and leadership capacity.</li> <li>5. <b>Become a learning organization through development of a learning culture guided by learning leaders.</b> The College of Micronesia-FSM will operate under the assumptions that learning is a skill and is worthy of investment and mastery, and that the communication of information and participatory governance are pivotal to organizational success. There will be support of the time, energy, and resources necessary to foster critical reflection and experimentation towards institutional improvement through double-loop learning and systematic thinking.</li> <li>6. <b>Evoke an image of quality.</b> The College of Micronesia-FSM will be viewed as a model institution for best practices exhibited through quality, excellence, and integrity of both employees and graduates. The college will maintain regional accreditation without sanction for the maximum six-year cycle allowed by the Accrediting Commission for Community and Junior Colleges: Western Association of Schools and Colleges.</li> </ol> <p><b>Strategic Plan 2018-2023 Strategic Directions</b></p> <ol style="list-style-type: none"> <li>1. <b>Innovate academic quality to ensure student success.</b> Measures of Success:             <ol style="list-style-type: none"> <li>1) All five CCSSE benchmarks are exceeded.</li> <li>2) Institution-set Standards are met.</li> </ol> </li> </ol>	
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<p>3) 80% of total students are enrolled full time          4) Average student semester credits earned is 12.          First time, Full time          5) Persistence rate (fall to spring) is 95%.          6) Persistence rate (fall to fall) is 80%. 7) Graduation rate 100% is 12%.          8) Graduation rate 150% is 29%.          9) Graduation rate 200% is 35%</p> <p><b>II. 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.</b></p> <p>Measures of Success</p> <p>1) Operating costs reduced by 5% by innovating and streamlining services and processes.          2) Balanced budget maintained.          3) Enrollment increased by 5%.          4) Reserve maintained at 40%.          5) Current levels of government financial support are annually maintained or exceeded.          6) Aggressive energy conservation measures in place reducing total annual cost by 20%.          7) Infrastructure upgraded in accordance with Phase I of the Facilities Master Plan.          8) Invest in employee development and capacity building to improve practices.          9) Average college employee attrition rate is less than 5% annually.          10) Employee job satisfaction survey yields overall 85% Satisfaction Rate.          11) Employee recruitment process is revamped to significantly reduce time from recruitment to hiring.</p>	
<p><b>Institutional Strategic Goals (2013-2018); (2018-2023)</b></p> <ol style="list-style-type: none"> <li>1. 2013-2018 Goal: Focus on student success. The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “access and success” with appropriate career pathways for learners.</li> <li>2. 2018-2023 Goal: Innovate academic quality to ensure student success.</li> </ol>	<p><b>How the Unit Supports this</b></p> <p>Financial Aid Office continues to link its goals and objectives to support the institutional goals as it specified in its mission and objectives.</p>
<p><b>AU Mission, Goals and Objectives</b></p>	

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<p><b>Mission Statement</b>          Financial Aid Office (FAO) administers all financial aid programs in compliance with applicable laws and regulations. We maintain integrity, accuracy and timeliness in the delivery of financial assistance to all eligible students admitted to COM-FSM.</p>	<p><b>How the unit support this</b></p> <p>20014-2015: Increase student access and success</p> <p>2015-2016: Foster student success.</p> <p>2016-2017: Promote student success by providing programs and services that support the delivery of quality academics in a mission-driven, learner-centered environment.</p> <p>2017-2018: Promote student success by providing programs and services that support the delivery of quality academics in a mission-driven, learner-centered environment.</p> <p>2018-2019: Enhancing and complementing the delivery of quality student learning by providing financial aid programs that assist students with their educational costs and part-time job opportunities.</p>	<p><b>Objectives</b></p> <p>2014-2015 Cycle</p> <ol style="list-style-type: none"> <li>1. Students will articulate that they are satisfied or very satisfied with the service they receive from Financial Aid Office.</li> <li>2. New incoming freshmen students will demonstrate knowledge of available financial aid services.</li> <li>3. Financial aid staff are equipped with updated information and skills to better serve students.</li> <li>4. Ensure eligible students are able to utilize the SEG Work- Study Program.</li> </ol> <p>2015-2016 Cycle</p> <ol style="list-style-type: none"> <li>1. To provide services capitalizing on student success as measured by students articulating that they are satisfied or very satisfied with the services they receive from Financial Aid Office.</li> <li>2. To promote or foster student success as measured by new incoming freshmen students demonstrating knowledge of available financial aid services.</li> <li>3. To promote or foster student success as measured by eligible students being able to correctly complete FAFSA.</li> <li>4. To promote or foster student success as measured by the accountability of the SEG Work-Study program to ensure eligible students are able to utilize the SEG Work-Study Program.</li> </ol> <p>2016-2017 Cycle</p> <ol style="list-style-type: none"> <li>1. To enhance student’s success, office staff will aim to award more than 95% of COM-FSM eligible student’s financial aid (Pell Grant) by end of December 2016 and by end of June 2017.</li> <li>2. To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM.</li> <li>3. To enrich students learning experience through the Work-Study Program, students and host agencies supervisors will indicate high level of satisfaction from utilizing the program.</li> </ol>
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		<p>4. To promote or foster student success as measured by eligible students being able to correctly complete FAFSA application.</p> <p>2017-2018 Cycle</p> <ol style="list-style-type: none"><li>1. To enhance student success, financial aid office staff will award more than 96% of COM-FSM Pell eligible students by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of fall 2017, by the end of spring 2018, and by the end of summer 2018.</li><li>2. To promote student success, 70% of workshop participants (seniors) from selected high school will be able to correctly complete paper FAFSA applications.</li><li>3. To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM</li><li>4. To enrich students learning experience through the Work-Study Program: A. 70% of students who participated gained work experience from utilizing the program B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors</li></ol> <p>2018-2019 Cycle</p> <ol style="list-style-type: none"><li>1. To enhance student's success, financial aid office staff will award more than 96% of COM-FSM Pell eligible students by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of Fall 2018, by the end of Spring 2019, and by the end of summer 2019.</li><li>2. To promote and foster student success new students who participated in the workshop will demonstrate knowledge of available financial aid programs</li></ol>
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		<p>and services at the College of Micronesia-FSM.</p> <ol style="list-style-type: none"> <li>3. To enrich students learning experience through the Work-Study Program:             <ol style="list-style-type: none"> <li>A. 70% of students who participated gained work experience from utilizing the program</li> <li>B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors.</li> </ol> </li> <li>4. To promote student success, FAO staff will conduct four financial aid trainings to academic advisors to help them make proper advising when assisting their advisees during regular counseling such as during course selection, registration and others.</li> </ol>
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**AU Description, Data, and Trends Analysis**

<p><b>Describe the purpose, components, and staffing of the AU</b></p>	<p>The office supports the mission and goals of the institution by providing financial aid assistances and part time work experiences that contributes to student success.</p> <p><b>Lesson Learned:</b> Financial Aid Office outcomes began with four with several strategies that were aimed to help the office attain its goals. It also commenced with the assessment of its process. Gradually, the focus has shifted to assessing the core programs that it administered. Strategies were also evolved from broader to more specific and measurable ones. Targets or benchmarks continued to be elevated as the office reached or surpassed current targets. Overall, the office attained its outcomes during the program review cycle.</p> <p><b>Did the Office Achieve its Goals:</b> During the review cycle, the office achieved about 85% of its goals. Differences existed in terms of achievements by campuses and it appeared that the size of student population at each site does not influence the achievement targets. For example, Goal Number 1 where the target was set at 95%, elevated to 96% and eventually 100%. Assessment results on this goals varies among campuses throughout the five-year cycle. Result of the four annual assessment depicted that Yap Campus continued to have the highest achievement rate (100%) while Kosrae Campus continued to fall short. Anecdotal evidence from site monitoring visits indicated that Yap Campus other Enrollment Management &amp; Student Services staffs were also involved and lend support to the FAO staff while Kosrae Campus tended to delegate the entire financial aid responsibility to only one staff. Both campuses have one Financial Aid staff but results of the assessment differed. During the Program Review Cycle, Yap Campus, CTEC, National and Chuuk Campus achieved the office goal.</p> <p><b>How has the evidence used to make improvement?</b> FAO staff would use the school break between spring semester and summer to reflect on the result of the assessment. Next, they would make changes to the goals, and adjust strategies that would guide activities to attain the outcomes. Specifically, toward the end of the summer, office staff would have a working lunch session off campus to complete the assessment report of the school year and finalize the assessment plan of</p>
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the new assessment cycle. Recommendations from the previous assessment plan play important roles in the changes made to goals and the refinement of strategies. All goals are developed to serve as guiding principles of the office overall activities with the intent to continuous improvement of its services to help students with their financial aid, thus complimenting the goals of the academic programs. There are changes on the assessment process which aimed to improve ownership and buy in. For example, from the very beginning, Assessment Plans were entirely developed at the main campus. Over time, inputs from the state campuses were included in the development of the FAO assessment plan. As a result, the office reached a consensus where the unit assessment plan will have a college wide goal(s) and each campus will have their own (maximum of two) goals that is attainable and reflect the campus plan for that year. The changes made in the current year reflected or emanated from what was learned from the office performances on its goals in the previous year.

**Current Staffing. Complete the table below.**

List each position by classification	Percent of Employment	Months per Year of Employment	Source of Funding	FTE
Student Service Specialist V	100%	12	EMSS Annual Budget	1
Student Services specialist III	100%	12	EMSS Annual Budget	1
Student Services Specialist III	100%	12	EMSS Annual Budget	1
Student Services Specialist II,	100%	12	EMSS Annual Budget	1
Student Services Specialist 1	100%	12	EMSS Annual Budget	1
Financial Aid Technician	100%	12	EMSS Annual Budget	1
Financial Aid Clerk	100%	12	EMSS Annual Budget	1
Student Services Specialist 1 (Kosrae Campus)	100%	12	VPIA Annual Budget	1
Student Services Specialist 1 (CTEC)	100%	12	VPIA Annual Budget	1
Student Services Specialist 1 (Chuuk Campus)	100%	12	VPIA Annual Budget	1
Student Services Specialist 1 (Yap Campus)	100%	12	VPIA Annual Budget	1

**Other Resources. Complete the table below**

List each position by classification	Services Provided	Number of Hours	Overall Cost	Sources of Funding
Special Contract	EdXpress packaging, Work-Study, Award letters, Suspension letters, and serves stakeholders at the office counter	8 hours per day	Stated per contract terms.	Office budget

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Utilize the data provided in the above table in a discussion of the appropriateness of the staffing levels of the AU				
<p>The current level of staffing is adequate and only need to fill the two classified positions at the national campus. At the state campuses, due to the nature of each campus structures, EMSS staff including financial aid staff are doing multitasking. One dilemma that is faced at the state campuses is when one staff is off duty. Other EMSS staff are assisting to provide the service thereby splitting the expected number of hours that they could have spent on their primary responsibilities. This phenomenon has been experienced by all state sites. The challenge is that resources particularly staff budgeting for EMSS staff at the state campuses are managed by other department, as budgets for state campuses are under the auspice of the Vice President of Instructional Affairs.</p> <p>To minimize service disruptions, national campus staff have scheduled visits to the state campuses for site visits, monitoring and to provide trainings.</p>				
How does this AU serve the population of the college?				
<p>Financial Aid Office is committed to providing the programs and services to all enrolled students who are eligible to receive them. Due to the geographical distance among campuses, it is recognized that the success of the office programs and services may be realized through collaboration efforts with relevant college communities, particularly EMSS Units staffs and academic advisors. The office has conducted several trainings to several college stakeholders with the aim to improve financial aid literacy and educational awareness about the financial aid application processes that are important to improvement of financial aid learning at the college. Financial aid staff continued to participate in US Department of Education annual conference, national and regional financial aid administrator trainings to remain relevant and obtain up to date information on the administration of the programs at the College of Micronesia-FSM.</p>				
Since the previous AU program review, what significant changes have occurred that impact the services of the AU?				
<ol style="list-style-type: none"> <li>1. Realization that the office success in achieving its goals is not solely the result of office staff's efforts. Rather, success will be achieved when Financial Aid Office expands its collaborative activities to provide basic training to other offices staff of the college to improve fundamental financial aid knowledge so more of the college personnel can also assist in improving financial aid literacy on campus.</li> <li>2. College administration to review and evaluate the current Planning, Budgeting and Evaluation process and provide clear responsibilities of offices within the college that have system-wide programs and services; delineate and clearly articulate the reporting process to avoid duplications and inconsistencies.</li> </ol>				
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 services provided by the AU?		
The methods used include Descriptive Statistics, Surveys and Pre-Post tests.	Over the course of the review cycle, the office achieved about 85% of its targets. Therefore, it can be inferred that the office is effective in providing its programs and services to the population it serves. Financial Aid staff continued to raises its target of success per assessment cycle.	The result of the office achievement on each outcome is assessed and based on each result, recommendations were developed to form the bases of the next Assessment Plan. Strategies are refined and targets are adjusted upward when objectives are met. The exercise motivates and guides staffs to make improvement in the next evaluation cycle.		
Provide any other data that are relevant to this AU's program review				



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Other relevant data can be obtained from the office annual assessment in the college database (TracDat) as well as the department reports to the college board.

**Strength, Weaknesses, Opportunities, Challenges (SWOC) Analysis**

Based on analysis in the preceding sections, what are the AU's **strengths**?

1. Achievement of Pell Grant Outcome continued to reach and surpassed 95%.
2. Work-Study Program continued to received high rating from both participants and host agencies
3. High rating of Financial Aid services from institutional local survey
4. Increase of scholarship recipients every year

Based on analysis in the preceding sections, what are the AU's **weaknesses**?

1. Office staff need to improve system knowledge on software used
2. Office staff need improvement in general computer skills such as excel and access skills

Based on analysis in the preceding sections, what are **opportunities** existing for the AU?

1. Establish consistency and uniformity on administrative unit assessment process for offices that have college-wide services. Assessment & Program Reviews is to inform resource allocation and planning but currently, the link between assessment and resources allocation and planning still has room for improvement.
2. Continue to expand collaborative efforts for Financial Aid Literacy on campus by organizing training sessions for college counselors.
3. Explore with the Vice President of the Department and the Director of IT friendly mode of communication & outreach to improve interaction with students, especially during the COVID-19

Based on analysis in the preceding sections, what **challenges** exist for the AU?

1. Staff training on ED software applications (hands on) are only done at annual FSA Training sites which are often limited to few hours.
2. The challenge of decreasing funding may impact the ability of the office to sufficiently address students financial aid needs by limiting some of its outreach activities.
3. Improve and encourage state campuses staff participation in office meetings and assessment planning and evaluation.

**Evaluation of the Process used by AU**

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

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Assessment of stakeholders' perception on programs and services provided by the office was done at the initial stage of the evaluation cycle (2015-2016). Customers, particularly students, were satisfied with the services offered. Decision to establish internal deadlines and cutoff dates was informed by the result of the assessment.

Since then, office staff have shifted the focus of assessment more on student learning, the timeliness on awarding Pell Grant, and putting students to work early on the Work-Study Program. In next program review, the office will revert back to evaluating its processes with the intent to improve overall efficiency and efficacy of its processes.

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

Although Program Review encompassed broader aspect of the evaluation process, in this context, program review can be viewed as the summative of the annual assessments undertaken over the program review cycle. As such, the review has created the habit of making informed decisions based on data. Results of annual assessment formed the basis of data driven recommendations that are incorporated into the development of the next assessment plan.

**Service Area Outcomes Assessment**

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

Service Area Outcomes	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used for Improvement	Number of Cycle Completed
<b>2014-2015 FAO Outcome 1</b> Students will articulate that they are satisfied or very satisfied with the service they receive from Financial Aid Office.	July 02, 2015	July 02, 2015	July 02, 2015	1
<b>2014-2015 FAO Outcome 2</b> New incoming freshmen students will demonstrate knowledge of available financial aid services.	July 02, 2015	July 02, 2015	July 02, 2015	1
<b>2014-2015 FAO Outcome 3</b> Financial aid staff are equipped with updated information and skills to better serve students.	July 02, 2015	July 02, 2015	July 02, 2015	1
<b>2014-2015 FAO Outcome 4</b> Ensure eligible students are able to utilize the SEG Work- Study Program.	July 02, 2015	July 02, 2015	July 02, 2015	1
<b>2015-2016 FAO Outcome 1</b> To provide services capitalizing on student's success as measured by students articulating that they are satisfied or very satisfied with the services they receive from Financial Aid Office	July 18, 2016	July 18, 2016	July 18, 2016	1
<b>2015-2016 FAO Outcome 2</b> To promote or foster student success as measured by new incoming freshmen students demonstrating	July 18, 2016	July 18, 2016	July 18, 2016	1

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<p>knowledge of available financial aid services.</p> <p><b>2015-2016 FAO Outcome 3</b> To promote or foster students' success as measured by eligible students being able to correctly complete FAFSA application.</p> <p><b>2015-2016 FAO Outcome 4</b> To promote or foster student success as measured by the accountability of the SEG Work-Study program to ensure eligible students are able to utilize the SEG Work-Study Program</p>	July 18, 2016	July 18, 2016	July 18, 2016	1
	July 18, 2016	July 18, 2016	July 18, 2016	1
<p><b>2016-2017 FAO Outcome 1</b> - To enhance students' success, office staff will aim to award more than 95% of COM-FSM eligible student's financial aid (Pell Grant) by end of December 2016 and by end of June 2017.</p> <p><b>2016-2017 FAO Outcome 2</b> - To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM.</p> <p><b>2016-2017 Outcome FAO 3</b> - To enrich students learning experience through the Work-Study Program, students and host agencies supervisors will indicate high level of satisfaction from utilizing the program.</p> <p><b>2016-2017 FAO Outcome 4</b> - To promote or foster student success as measured by eligible students being able to correctly complete FAFSA application</p>	July 19, 2017	July 19, 2017	July 19, 2017	1
	July 19, 2017	July 19, 2017	July 19, 2017	1
	July 19, 2017	July 19, 2017	July 19, 2017	1
	July 19, 2017	July 19, 2017	July 19, 2017	2

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<p><b>2017-2018 FAO Outcome 1</b> - To enhance students' success, financial aid office staff will award more than 96% of COM-FSM Pell eligible students by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of Fall 2017, by the end of Spring 2018, and by the end of summer 2018.</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>2</p>
<p><b>2017-2018 FAO Outcome 2</b> - To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>2</p>
<p><b>2017-2018 Outcome FAO 3</b> - To enrich students learning experience through the Work-Study Program: A. 70% of students who participated gained work experience from utilizing the program B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors.</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>1 Same as previous year except now it has measurable target (70%)</p>
<p><b>2017-2018 FAO Outcome 4</b> - To promote student success, 70% of workshop participants (seniors) from selected high school will be able to correctly complete paper FAFSA applications.</p>	<p>September 30, 2028</p>	<p>September 30, 2018</p>	<p>September 30, 2018</p>	<p>1 Same as previous year now specific to high school seniors and 70% target</p>

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<p><b>2018-2019 FAO Outcome 1</b> - To enhance students' success, financial aid office staff will award more than 96% of COM-FSM Pell eligible students by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of Fall 2018, by the end of Spring 2019, and by the end of summer 2019.</p> <p><b>2018-2019 FAO Outcome 2</b> - To promote and foster student success new students who participated in the workshop will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM.</p> <p><b>2018-2019 FAO Outcome 3</b> - To enrich students learning experience through the Work-Study Program: A. 70% of students who participated gained work experience from utilizing the program. B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors.</p> <p><b>2018-2019 FAO Outcome 4</b> – To promote student success, FAO staff will conduct four financial aid trainings to academic advisors to help them make proper advising when assisting their advisees during regular counseling such as during course selection, registration and others.</p>	July 14, 2019	July 14, 2019	July 14, 2019	2
	July 14, 2019	July 14, 2019	July 14, 2019	1 Same as previous outcome but now it focusses on new students
	July 14, 2019	July 14, 2019	July 14, 2019	2
	July 14, 2019	July 14, 2019	July 14, 2019	1

AU Assessments. Complete the table below

Outcome Number	Intended Outcome	Means of Assessment	Criteria of Success	Summary of Data Collected	Use of Results
<b>2014-2015 Outcome 1</b>	Eighty percent (80%) of students who receive financial aid services are satisfied with the services provided by Financial Aid Office.	Non-probability sample (satisfaction survey)	80% of respondents indicate that they were satisfied with the office services	The target was not met. Of the 34 students who completed the survey, 64.7% expressed satisfactory perception of Financial Aid services.	Improve outreach to students to complete the survey.
<b>2014-2015 Outcome 2</b>	80% of enrolled students were informed of any federal updates regarding Pell grant	Descriptive Statistics	80% of enrolled students were informed of any federal updates regarding Pell Grant	Target was met. The office regularly informs students on up-to-date financial aid requirements,	Improve communication outreach to students.

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<p><b>2014-2015 Outcome 3</b></p>	<p>policies and regulations.</p> <p>100% of student records will be well documented for annual auditing.</p>	<p>Internal audit/Report</p>	<p>policies and regulations.</p> <p>100% of students' records were updated and documented. From the college audit, Financial Aid Office records were in compliance.</p>	<p>policies, and regulations on the college newsfeed, posting of announcements on campus, direct emails, and communication through state campus staff.</p> <p>The target was met. One common incidence that office staff encountered is the spelling of students' names. In Kosrae, there are cases where students share same first and last name. They are only differentiated by their middle names.</p>	<p>Clear communication to Kosrae Campus for students to use their full name when filing FAFSA and for required documents to be consistent with information on the FAFSA.</p>
<p><b>2014-2015 Outcome 4</b></p>	<p>80% of eligible students will gain knowledge about the Work Study Program and its procedure.</p>	<p>Pre/Post Test</p>	<p>Test results from both workshops indicated that about 96% that participants gained knowledge from the events.</p>	<p>Target was met. Even though the target was achieved, there still need for improvement on the content of the assessment tool used.</p>	<p>Improve communication outreach to state campuses for information consistency on FAFSA and required documents.</p>
<p><b>2015-2016 Outcome 1</b></p>	<p>80% of incoming freshmen during orientation demonstrated that they learned new knowledge about financial aid services, policies, and procedures.</p>	<p>Non-probability sample (Satisfaction survey)</p>	<p>80% of respondents have 80% satisfactory rate</p>	<p>The target was met, 84%. However, sample size is not representative of the student population <a href="https://comfsm.tracdat.com/tracdat/faces/comm/reports/FourColumn.xhtml">https://comfsm.tracdat.com/tracdat/faces/comm/reports/FourColumn.xhtml</a></p>	<p>To give out survey during early registration and make it a mandatory during registration</p>
<p><b>2015-2016 Outcome 2</b></p>	<p>Eighty percent of the freshmen who completed the survey indicated 80% satisfaction of the presentation and have actually gain new knowledge about financial aid</p>	<p>Survey</p>	<p>Ninety-four freshmen indicated that they were 80% satisfied and gained knowledge on the services, policies and procedures from the presentation</p>	<p>Target met and students were satisfied with the office presentation on policies and procedures. <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=NqS1">https://comfsm.tracdat.com/tracdat/viewDocument?y=NqS1</a>  <a href="https://comfsm.tracdat.c">https://comfsm.tracdat.c</a></p>	<p>Revised survey and to increase participation and response rate.</p>

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	services and policies and procedures.			<a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=OHYzNkyeQy1U">om/tracdat/viewDocument?y=OHYzNkyeQy1U</a>  <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=sj535Xtd6GSo">https://comfsm.tracdat.com/tracdat/viewDocument?y=sj535Xtd6GSo</a>  <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=KBkpgclnUXa">https://comfsm.tracdat.com/tracdat/viewDocument?y=KBkpgclnUXa</a>	
<b>2015-2016 Outcome 3</b>	60% reduction in FAFSA correction at the end of the school year.	Descriptive statistics	From tallying and comparing last year processing of awards to current year, the number of corrections was not reduced and resulted in the delaying of Pell awards during Fall 2015.	The target was not met. Instead, office staff have more corrections to make resulting in the delaying of awarding students' Pell Grant awards.	Increase outreach directly to high school principals and counselors. Shift FAFSA hands on training to high school counselors.
<b>2015-2016 Outcome 4</b>	80% of eligible students will gain knowledge about the work-study program and its procedures	Pre & Post test	Eighty percent of the two workshops SEG Work Study participants will demonstrate that they have gain more knowledge about the program's policies, and procedures to emphasize accountability	Test results from both workshops score less than 80%. Although test result shows a that workshop participants have gained knowledge the target rate of 80% was not achieved. The target rate was not achieved because not all workshop participants completed the tests. There were some who came late to the workshops. <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=ROHUBdKGbjc2">https://comfsm.tracdat.com/tracdat/viewDocument?y=ROHUBdKGbjc2</a>  <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=KG2BXE2EyXLd">https://comfsm.tracdat.com/tracdat/viewDocument?y=KG2BXE2EyXLd</a>	Only those who come to the workshop on time will be given the tests. Late comers will be turned back and advised to attend scheduled workshops later on during the semester.
<b>2016-2017 Outcome 1</b>	95% of eligible students who enrolled in SY 2016-2017 will receive Pell grant award by the end of the month of	Descriptive statistics	National 837/802 = 96%; Pohnpei 496/482 = 97%; Chuuk 212/191 = 90%; Yap 159/155 =97%;	Last cycle, two campuses did not meet the target. This time, only Kosrae campus did not meet the target.	National campus staff were reshuffled and assigned to handle Pell grant award of a

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<p><b>2016-2017 Outcome 2</b></p>	<p>each semester. The target for success was set at 95%.  80% of those who attended the workshops will testify that they had gained knowledge on Satisfactory Academic Progress policy.</p>	<p>Survey</p>	<p>Kosrae159/125 = 83%  The office did not assess this outcome</p>	<p>Workshops were conducted but it was not assessed</p>	<p>different campuses  The assessment on this outcome will be made next cycle</p>
<p><b>2016-2017 Outcome 3</b></p>	<p>At least 70% of work-study students receive positive rating from host agencies' supervisor and 70% of work-study students rated their host agencies with positive level of satisfaction</p>	<p>Survey</p>	<p>Target was met where both the survey result from employers and students were more than 70% satisfied.</p>	<p>Both surveys result indicated positive rating of the program by both employers and students. Satisfactory rate was more than 70%</p>	<p>To split the surveys and administered separately on different dates</p>
<p><b>2016-2017 Outcome 4</b></p>	<p>25% reduction is FAFSAs corrections at the end of the school year.</p>	<p>Descriptive statistics and office log book</p>	<p>Target was not met. FAO staff cannot measure FAFSAs that are entered by other schools in the FSM. So, strategies have to be redefined to be practical to what can and could be done and be objectively measured.</p>	<p>FAFSAs workshop has to be administered to a selected group of high school seniors that will be targeted and measured for the outcome.</p>	<p>Recrafted outcome measured to be measurable and will begin next cycle to first established baseline data.</p>
<p><b>2017-2018 Outcome 1</b></p>	<p>Descriptive Statistics</p>	<p>Target was not met</p>	<p>Meeting the deadline. From the office master calendar and monthly reports, state campus offices did not comply with the set deadlines.</p>	<p>Offices, especially state campuses must comply to deadlines so other FAO activities are given sufficient time to be accomplished.</p>	<p>Aid Administrator will continue to remind state campuses and counter parts of internal deadlines so students receive financial aid assistance on time.</p>



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<p><b>2017-2018 Outcome 2</b></p>	<p>70% of financial aid participants will be able to score 70% and above on the survey to be distributed after the financial aid presentation.</p>	<p>Target was met.</p>	<p>70% of participants will score 70% or more on the survey.</p>	<p>Collectively 80% workshop participants provided correct answer to all four questions.</p>	<p>Increase the time span for the workshop</p>
<p><b>2017-2018 Outcome 3</b></p>	<p>At least 70% of work-study students will indicate on their survey that they gained work experience from the work-study program.</p>	<p>Target was achieved</p>	<p>70% of participants will indicate that they did learn new knowledge and skills when they participate on the Work-Study program. <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=Hs8UdnRK3FUD">https://comfsm.tracdat.com/tracdat/viewDocument?y=Hs8UdnRK3FUD</a></p>	<p>Fall semester, 93% participants said they did learn when they participant in the program. Spring semester, 96% answered they learned from participating on the program. <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=nj6SpWKtQelp">https://comfsm.tracdat.com/tracdat/viewDocument?y=nj6SpWKtQelp</a>  <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=ntKOOOr6vrrC">https://comfsm.tracdat.com/tracdat/viewDocument?y=ntKOOOr6vrrC</a></p>	<p>Repeat the outcome and increase the criteria of success to 80%.</p>
<p><b>2017-2018 Outcome 4</b></p>	<p>Descriptive Statistics</p>	<p>Target was achieved</p>	<p>Two high schools (PICS and OLMHS) were selected to conduct FAFSA workshop to high school seniors</p>	<p>More than 70% of these students received their SARs and does not need further correction. <a href="https://comfsm.tracdat.com/tracdat/viewDocument?y=ACMwRmPanYnm">https://comfsm.tracdat.com/tracdat/viewDocument?y=ACMwRmPanYnm</a></p>	<p>Two new high schools will be added for outreach with a total of four high schools next school year.</p>
<p><b>2018-2019 Outcome 1</b></p>	<p>Descriptive Statistics</p>	<p>Target was achieved</p>	<p>Conduct Financial Aid Workshops at the state campuses</p>	<p>Director and Work-Study Coordinator did conduct cross-training, and faculty training as well as sharing of office procedures, and work study site visits at state campuses</p>	<p>Improve materials for presentations and well coordination with state campuses.</p>
<p><b>2018-2019 Outcome 2</b></p>	<p>Survey</p>	<p>Target met</p>	<p>70% of participants indicated that they are satisfied and have learned new knowledge from the presentation.</p>	<p>Presentation was conducted to freshmen by Director of Financial Aid Office and 87%</p>	<p>Refine presentation materials to make it little bit shorter to</p>

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<p><b>2018-2019 Outcome 3</b></p>	<p>Survey</p>	<p>Target met</p>	<p>70% of work-study participants agreed or strongly agreed that they have gained work experience from the program.</p>	<p>indicated they were satisfied and have learned new knowledge about financial aid topics from the presentation.</p> <p>97% of work-study participants agreed and strongly agreed that they gained some work experience from the program.</p>	<p>accommodate the time given for presentation.</p> <p>Develop strategy to increase the response rate</p>
<p><b>2018-2019 Outcome 4</b></p>	<p>Descriptive Statistics</p>	<p>Yes, target met.</p>	<p>At least more than half of the faculty and academic advisors participate in the workshop.</p>	<p>All faculty members and academic advisors attended the Financial Aid workshop.</p>	<p>Participants still have difficulties understanding the 150% program PACE. Need to integrate financial aid presentation during faculty workshop. To repeat the Outcome and improve communication outreach to students.</p>

Describe how the AU's Service Area Outcomes are linked to the Institutional Goals		
Institutional Goals	AU Service Outcomes	Linkages
<p><b>The College of Micronesia Strategic Plan 2013-2018</b></p> <p>1. Focus on student success</p> <p>The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “access and success” with appropriate career pathways for learners.</p> <p>Strategic Plan Goal1.1: Providing collaborative institutional support to advance student success by promoting student engagement and Institutional Student Learning Outcomes</p>	<p><b>2015-2016 FAO Outcome 3</b> To promote or foster student’s success as measured by eligible students being able to correctly complete FAFSA application.</p> <p><b>2016-2017 Outcome FAO 3 -</b> To enrich students learning experience through the Work-Study Program, students and host agencies supervisors will indicate high level of satisfaction from utilizing the program.</p>	<p>Financial Aid Office (FAO) administers all financial aid programs in compliance with applicable laws and regulations. We maintain integrity, accuracy and timeliness in the delivery of financial assistance to all eligible students admitted to COM-FSM.</p>
<p><b>Strategic Plan 2018-2023 Strategic Directions</b></p> <p>1. Innovate academic quality to ensure student success</p> <p>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.</p>	<p><b>2018-2019 FAO Outcome 2 -</b> To promote and foster student success new students who participated in the workshop will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM</p>	<p>Financial Aid Office provides programs and services that support student success. They include the Pell Grant, the Work-Study Program, Supplemental Educational Grant (Student Assistance), and Scholarships. The grants and scholarships directly assist students to pay for their tuition and fees at the COM-FSM and the Work-Study Program compliments student learning in the classrooms.</p>
Evaluation of Progress toward previous goals		
List the goals from AU’s previous program review		
1. Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office		
Describe the level of success achieved in goals listed above		
Goals from previous AU program review	Level of success achieved	
Only national campus met its goals from previous AU program review. Pohnpei Campus now known as CTEC met its goal once during spring 2010. Yap Campus is few percentage points away from meeting its goal within the review cycle.	College wide, the goals were not met. National Campus was the only campus that met its goals. More collaborations are needed among the five financial aid offices. Part of the challenge is due to the organizational culture and structure of the institution. National campus financial aid office does not have the planning, budgeting and evaluation control.	
In cases where resources were allocated toward goals, evaluate		
Goals from previous AU program review	Resources Allocated	Efficacy of Spending

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<p>2011-2012. Provide Institutional Support to Foster Student Success and Satisfaction.</p> <p>2012-2013. Increase student access and success.</p> <p>2013-2014. Foster student success.</p>	<p>Budget from previous program review was not stated.</p>	<p>Cannot determine the efficacy of spending as data was not available from previous Program Review.</p>
<b>Short-Term and Long-Term Goals</b>		
Using the table below, list the short-term goals (a minimum of two each) for the AU. These goals should follow logically from the information provided in the program review. Use separate table for each additional goal		
<b>Short-Term Goal (Two-Year Cycle) 1</b>		
<p>Identify Goal(s)</p>	<ol style="list-style-type: none"> <li>1. Improve financial aid literacy throughout the college, so students can obtain the necessary skills to participate and utilize the programs and services available to them.</li> <li>2. Improve timeliness of the delivery of financial aid assistance to support student access and student success.</li> </ol>	
<p>Describe the plan to achieve the goal (i.e., action plan)</p>	<p>The plan is to increase collaborative efforts between office staff and the department staff and academic advisors.</p> <p>National campus staff to have site visits and conduct financial aid presentations, training and workshops to students, advisors, and EMSS staff. Specifically, Kosrae Campus continued to not meet the office outcomes. With medical retirement of the Financial Aid staff at Yap Campus, frequent prolong absence of the financial aid staff at Chuuk Campus and the prolong medical absence of an EMSS staff at Kosrae Campus, it is important that Financial Aid Office staff at the national campus increase its support and training of EMSS staffs at the state campuses.</p> <p>For academic advisors, Financial Aid staff to continue to participate in faculty workshops at the beginning of each semester.</p>	
<p>What measurable outcome is anticipated for this goal?</p>	<p>Pre and Posttest and survey will be the assessment mechanism used when trainings or presentations are to be conducted at the state campuses. A target of 75%, is anticipated as an indication of the activity success. Result of the tests will show that participants have increased or have gained knowledge after attending the activity. In case of a survey, it is anticipated that at least 75% of participants indicated that they are satisfied or very satisfied with the learning activity they attended.</p> <p>It is anticipated that through consistent training and improve communication, students, advisors, EMSS staffs at state campuses will develop fundamental knowledge about Financial Aid Office programs and services that will help them to guide and advice their students on matters relating to financial aid assistance.</p>	
<p>What specific aspect of this goal can be accomplished without additional financial resources?</p>	<p>EMSS staff at state campuses, the financial aid staff in particular, to explore and begin conducting basic financial aid workshops to students at their campuses.</p>	
<b>Short-Term Goal (Two-Year Cycle) 2</b>		


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Identify Goal	3. National Campus staff of the Financial Aid Office to conduct cross-training to EMSS staff with the focus to equip them to be able to conduct basic financial aid presentations to students at their respective campuses.
Describe the plan to achieve the goal (i.e., action plan)	Maintain the number of site visits to state campuses and train financial aid staff, counselors and other EMSS staff to be able to conduct basic financial aid presentation to their students. Specific topics to be identified and emphasized during trainings include filing of FAFSAs online and the appeal process.
What measurable outcome is anticipated for this goal?	Improvement to the goal to increase financial aid literacy throughout the college system to help students successfully able to file their FAFSAs online with no errors. Descriptive statistics will be the main assessment tools to measure the outcome by comparing the number and percentage of FAFSAs corrections during the cycle.
What specific aspect of this goal can be accomplished without additional financial resources?	Maintain the number of site visits to state campuses and improve the training and presentation materials.
<b>Long-Term Goal (Five-Year Cycle) 1</b>	
Identify Goal	1. Improve the delivery of financial aid services and programs at the college to support student access and success.
Describe the plan to achieve the goal (i.e., action plan)	Administer and improve the timeliness of the administration of the programs and services to all eligible students at the college.
What measurable outcome is anticipated for this goal?	Improve effectiveness of strategies to attain the long-term goals of the office.
What specific aspect of this goal can be accomplished without additional financial resources?	Improve outreach and communication mode to educate students on the financial aid services and programs at the college.
<b>Long-Term Goal (Five-Year Cycle) 2</b>	
Identify Goal	

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Describe the plan to achieve the goal (i.e., action plan)		
What measurable outcome is anticipated for this goal?		
What specific aspect of this goal can be accomplished without additional financial resources?		
<b>Requests for Resources</b>		
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.		
<b>Short-Term Goal (Two-Year Cycle) 1</b>		
Goal number and goal description	<ol style="list-style-type: none"> <li>1. Improve financial aid literacy throughout the college, so students can obtain the necessary skills to participate and utilize the programs and services available to them.</li> <li>2. Improve timeliness of the delivery of financial aid assistance to support student success.</li> <li>3. National Campus staff to conduct cross-training to EMSS staff with the focus to equip them to be able to conduct basic financial aid presentations to students at their respective campuses</li> </ol>	
Type of Resources	Requested Dollar Amount	Potential Funding Source
Funding for site visits to state campuses	\$8,000	Annual Budget
<b>Short-Term Goal (Two-Year Cycle) 2</b>		
Goal number and goal description		
Type of Resources	Requested Dollar Amount	Potential Funding Source
<b>Long-Term Goal (Five-Year Cycle) 1</b>		

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Goal number and goal description	1. Improve the delivery of financial aid services and programs at the college to support student access and success.	
Type of Resources	Requested Dollar Amount	Potential Funding Source
Funding for site visits to state campuses	\$16,000	Annual Budget
<b>Long-Term Goal (Five-Year Cycle) 2</b>		
Goal number and goal description		
Type of Resources	Requested Dollar Amount	Potential Funding Source
<b>AU Program Review Summary</b>		
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.		
There have been many lessons learned from the review. The office met about 85% of its goals. Through the annual assessment, office staff have become more focus and result oriented. Gradually, throughout the review cycle, good working habits were somehow naturally developed and adapted that support the achievement of office goals. Office staff will continue to make improvement in providing services to support student's success at the college through collaboration and cooperative efforts with staffs and faculty members of the institutions.		
<b>Response Page</b>		
AU Vice President or appropriate immediate Management Supervisor		
<input checked="" type="checkbox"/> I concur with the findings contained in this AU program review.		
		
Joey A. Oducado VP for Enrollment Management and Student Services College of Micronesia-FSM P.O. Box 159 Kolonia, Pohnpei FM 96941 May 7, 2021		
<input type="checkbox"/> I do not concur with the findings contained in this AU program review (include a narrative explaining basis):		

Administrative Unit Program Review now Appendix D, under the College of Micronesia-FSM Program Assessment and Program Review Manual, <http://www.comfsm.fm/publications/handbook/Program-Assessment-and-Program-Review-Procedures-Manual.pdf>.