

Administrative Unit Program Review

AU Full Official Name	<i>Student Services Department</i>		
Campus	Kosrae	AU Review Submission Date	<i>April 25, 2014</i>
Completed by	Arthur Jonas	AU Review Cycle	<i>2013- 2014</i>
Supervisor	Kalwin Kephias	Date submitted to Supervisor	
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 continuously improving best practices learner-centered institution of higher education committed to the success of the Federated States of Micronesia by providing academic, career, and technical educational opportunities (<i>Approved by the COM-FSM Board of Regents, May 6-7, 2013</i>).</p>	<p>How the unit support this? The student services department is providing support services that would help the students succeed in the development of academic, career, and technical educational opportunities for student learning. Such services include orientation activities, financial assistance, student life activities, guidance and counseling, and tutoring program.</p>		
<p>Institutional Vision: 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.</p>	<p>How the unit support this? The student services unit is supporting the institutional vision by providing its students with quality services in terms of guidance counseling that would help them to become successful learner, help them cope with the institutional policies that would lead them throughout their educational endeavor, help the students in any financial resources information available, and to help them learn the life style needed for them to stay healthy throughout their years in college.</p>		
<p>Institutional Core Values:</p> <p>Learner-centeredness Learners are our primary focus and we provide quality instruction and services in a nurturing and safe environment.</p> <p>Professional behavior We are competent, service-oriented professionals with a commitment to life-long learning and a commitment to provide excellent and exemplary service to students, colleagues and the community.</p> <p>Innovation We provide a dynamic, creative, up-to-date, and innovative environment to allow the college community to function effectively in a global economy.</p> <p>Honesty and Ethical Behavior We are honest and abide by the COM-FSM <i>Code of Ethics</i> in all our personal and professional interactions to create and maintain trust and unity among ourselves and with our community.</p> <p>Commitment and Hard Work</p>	<p>How the unit support this? With these institutional values, the student services unit is responsible for conducting orientation to new incoming students to be aware of the values and apply them through any school activities carryout in college.</p>		

<p>We commit and invest our time, energy and resources to create a rigorous, high quality-learning environment.</p> <p>Teamwork We live in a community where collaboration, open-mindedness, respect and support for each other help us achieve our mission.</p> <p>Accountability We are responsible for and accountable in our daily activities to our partners and the community we serve. We comply with all applicable regulations and use our resources efficiently and effectively to maintain a high level of trust and confidence.</p>	
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<p>Institutional Strategic Goals:</p> <ol style="list-style-type: none"> 1) Focus on student success 2) Emphasize academics offerings in service to national needs. 3) Be financially sound, fiscally responsible, and build resources in anticipation of future needs. 4) Invest in and build a strong capacity in human capital. 5) Become a learning institution through development of a learning culture guided by a learning leaders. 6) Evoke in image of quality. 	<p>How the unit support this? The services provided by the student services unit focuses on satisfaction and success of student by making sure that students are given assistance they need in a timely manner and provide the quality services as needed. The student services unit is also enhancing skills and knowledge of the staff through cross training to help the students satisfy their needs at all times and become successful learners.</p>
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AU Mission, Goals, and Objectives)

<p>Mission Statement To promote student development and leadership by providing quality programs and services that fulfill the diverse educational, recreational, social, and multi cultural needs of the student population and the college community.</p>	<p>Goals: Foster student success, access and satisfaction.</p>	<p>Objectives:</p> <ol style="list-style-type: none"> 1. Promote strategic enrollment management for the College 2. Become more student-centered in the development of specific college system policies and procedures 3. Promote timely college tenure and graduation of students with mastery of array of core learning objectives, including civic mindedness and self-value 4. Develop a student-friendly campus environment that encourages and enables students to be health conscious
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AU Description, Data and Trends Analysis

Describe the purpose, components, and staffing of the AU	Students services department has five divisions that are designated to help support student to become successful. The components are shown below.
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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 Coordinator		12	COM-FSM Budget	
OARR		12	COM-FSM Budget	

FAO		12	COM-FSM Budget	
HC		12	COM-FSM Budget	
PCC	12		COM-FSM Budget	
Other Resources. Complete the table below				
List each position by classification	Services Provided	Number of Hours	Overall Cost	Source of Funding
Tutoring services	Helps providing tutoring service for improving and enhancing students academic difficulties.	3 hrs/day	\$10,000/yr.	COM-FSM Budget
Utilize the data provided in the above table in a discussion of the appropriateness of the staffing levels of the AU				
Tutorial service staff were selected based on their credentials.				
How does this AU serve the population of the College?				
The student services unit is providing orientation of school policies through students handbook, college catalog, provide academic and personal counseling, process students request in terms of transcripts, degrees, registering students, providing scholarship information to students, helping students filling FAFSA form, coordinating tutoring services to the students, and provide awareness activities that will sustain students healthy life style.				
Since the previous AU program review, what significant changes have occurred that impact the services of the AU?				
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 this analysis been used to make improvements to services provided by the AU?		
Student Survey, logging of students participation on a given activity.	Students indicated satisfaction of activities provided. Although the participation of the activities provided sometimes less than 50%.	Cross training had been implemented to upgrade the skills and knowledge of student service staff.		
Provide any other relevant data that are relevant to this AU program review				
Strengths, Weaknesses, Opportunities, Challenges (SWOC)				
Based on analysis in the preceding sections, what are the AU's strengths?	Strength: Staff are dedicated to their responsibilities despite challenges.			
Based on analysis in the preceding sections, what are the AU's weaknesses?	Weaknesses: 90% of the department staff do not comply with the working hour. Limited counselor.			
Based on analysis in the preceding sections, what opportunities existing for the AU?	Opportunities: Learn from each other and participating in staff development activities.			
Based on analysis in the preceding sections, what challenges exist for the AU?	Challenges: Funding limitation limits the AU staff to participate in some appropriate off island training that would upgrade their skills and knowledge needed for each particular area within the department.			
Evaluation of Processes used by AU				
Describe any on-going systematic method used to evaluate the efficacy of processes used by the AU.				
The evaluation of Processes used by the AU is done through worksheet 1,2, and 3.				
Provide example (s) of how this AU program review has led to continuous quality improvement				
Collaboration between tutors and instructors was established through implementation of a new strategy to help both tutors and instructors carry out the service effectively.				
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
1) Retention rate will be increased by 5%	April 25, 2014	April 21, 2014	April 25, 2014	2
2) Successfully navigate admission through registration process	Same as above	Same as above	Same as above	2

AU Assessment. Complete the expandable table below					
Outcome Numbers	Intended Outcomes	Means of Assessment	Criteria for Success	Summary of Data Collected	Use of Results
#1	Retention increase by 5%	Provide tutoring services. Improve counseling services. Conduct workshop and awareness activities to help students remain in school.	5% of the college enrollment will be increased..	The enrollment for Fall 2013 was 243 whereas the Spring enrollment decreased to 158. The enrollment data reported has shown that the criterion for success was not met.	From the result shown here the student service department is working on an improvement planning for increasing retention rate for the next assessment cycle.
#2	Successfully navigate admission through registration process.	Conduct orientation to new incoming students prior to Fall registration. Conduct workshop on the use of SIS as relate to IDP, and other information.	90% of the students will successfully navigate through admission to registration process.	During Fall 2013 registration 243 students completed their registration successfully. In Spring 2014 more than 90% successfully went through admission process. Therefore, the criterion for success has been met.	The online registration had launched during 2014 Spring semester, however there was a problem in encountered which slows down the registration process. For this reason, the planning to improve the online process is in progress for the coming semesters.
How has AU's assessment of Service Area Outcomes led to improvements in services provided to patrons					
The assessment of service area outcome that was not meeting its criterion has prompted the SS department to further plan for improvement.					
What challenges remain to make the AU more effective?					
Describe how the AU's Service Area Outcomes are linked to the Institutional Strategic Goals					
Institutional Strategic Goals		AU Service Area Outcomes		Linkages	
Promote strategic enrollment management plan for the college.		Successfully navigate through the admissions to registration process.		Strategic Goal #2	
Become more student center in the development of college system policies and procedures.		Fully aware of college policies and procedures.		Strategic Goal #2	
Promote timely college tenure and graduation of students.		Successfully graduated from college within a time manner.		Strategic Goal #2	
Develop a student friendly campus environment that encourages and enables students to be health conscious.		Students will have better decision in caring for their health.		Strategic Goal #2	
Evaluation of Progress toward previous Goals					
List the goals from AU's previous program review					
<ol style="list-style-type: none"> 1) 50% of all FA eligible students will receive their FA awards by November 30 for Fall Semester and April 30 for Spring Semester. 2) 60% of students are able to utilize and avail of the services extended by peer counseling. 					
Describe the level of success achieved in goals listed above					
Goals from previous AU Program Review		Level of Success Achieved			
Receiving FA awards in a timely manner		More than 50% of the FA eligible students received their awards as scheduled.			
Avail services extended by peer counseling.		The peer counseling assessment showed low participation in the awareness activities provided.			
In cases where resources were allocated toward goals, evaluate the efficacy of that spending					
Goals from previous AU Program Review		Resources Allocated		Efficacy of Spending	

Short-Term and Long-Term Goals		
Using the table below, list the short and long term goals (a minimum of two for each) for the AU. These goals should follow logically from the information provided in the program review. Use a separate table for each additional goal		
Short-Term Goals 1 (Two-Year Cycle)		
Identify Goal	Increase enrollment rate	
Describe the plan to achieve the goal (i.e., action plan)	Student services department will arrange and collaborate with college faculty and other staff in implementing recruitment activities through out the campus and the municipalities. This will not limited to veterans on the island.	
What measurable outcome is anticipated for this goal?	Those who are willing to enroll college will sign up and be given admission package if they met admission requirements.	
What specific aspects of this goal can be accomplished without additional financial resources?		
Short-Term Goals 2 (Two-Year Cycle)		
Identify Goal	Increase the number of students receiving grades on or above 2.00 grade point average.	
Describe the plan to achieve the goal (i.e., action plan)	Provide tutoring services and monitor the services. Provide training to tutors prior to the implementation of the services.	
What measurable outcome is anticipated for this goal?	Compare the students grade results after each semester during the assessment period.	
What specific aspects of this goal can be accomplished without additional financial resources?		
Long-Term Goals 1 (Five-Year Cycle)		
Identify Goal	Promote counseling practices by increasing counseling session time for individual and group counseling.	
Describe the plan to achieve the goal (i.e., action plan)	Have 2 hours counseling per day for any individuals and 1 hour each week for group counseling.	
What measurable outcome is anticipated for this goal?	Students will be more aware of the college policies and also keep track on their academic standing and when to expect graduation.	
What specific aspects of this goal can be accomplished without additional financial resources?		
Long-Term Goals 2 (Five-Year Cycle)		
Identify Goal	Student service department will improve students attendance problem.	
Describe the plan to achieve the goal (i.e., action plan)	The SS department will promote students attendance by providing activities that will involve students participation.	
What measurable outcome is anticipated for this goal?	Keep attendance log and provide survey to students	
What specific aspects of this goal can be accomplished without additional financial resources?	The activities will mostly run by the student body association.	
Requests 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 provided in this AU program review.		
o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description	Requested Dollar Amount	Potential Funding Source
#1 Human resources	\$ 0	
o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description	Requested Dollar Amount	Potential Funding Source
#2 Human resources	\$10,000	COM-FSM Budget
o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description	Requested Dollar Amount	Potential Funding Source

o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	Requested Dollar Amount	Potential Funding Source
AU Program Review Summary		
<p>This section provides the reader with an overview of the highlights, themes, and key segments of the AU program review. It should include new information that is not mentioned in the preceding sections of this document.</p>		
Response Page		
AU Vice President or appropriate immediate Management Supervisor		
<input type="checkbox"/> I concur with the findings contained in this AU program review.		
<input type="checkbox"/> I concur with the findings contained in this AU program review with following exceptions (include a narrative explaining the basis for each exception):		
<input type="checkbox"/> I do not concur with the findings contained in this AU program review (include a narrative exception):		

Administrative Unit

Administrative unit		Date of Review	
Assessment/Review Cycle		Reviewers	
Please mark your responses to the following statements			
Statement	Yes	Needs Improvement	No
Administrative Unit. The administrative unit is identified.			
Assessment Cycle. The assessment cycle is identified.			
Submitted by and Date: The person directly responsible for completing the			

assessment plan submits the assessment plan to the committee. Generally, this is the office or program head.			
Supervisor and Date submitted. Date submitted to supervisor.			
College's Mission Statement. The approved college mission is included, and a description in terms of how the AU supports this.			
College's Mission Vision. The approved college vision is included, and a description in terms of how the AU supports this.			
College's Mission Core Values. The approved college core values are included, and a description in terms of how the AU supports them			
College's Strategic Goals. The approved college strategic goals <i>directly relevant to the department</i> and the AU are included, and a description in terms of how the AU supports them.			
AU Mission Statement, Goals, and Objectives. AU's mission, goals, and objectives are included.			
AU Description, Data and Trends Analysis. Data on current staffing and other resources; descriptions of their appropriateness are included, and how do they serve the population of the college; some significant changes that occurred and may have impacted the AU's services; methods used for evaluation and the results; and how results were used to make improvements to services; and other relevant data to AU's program review.			
SWOC Analysis. An analysis of Strengths, Weaknesses, Opportunities, and Challenges is included.			
Evaluation of Process. A description of the <i>on-going</i> systematic method used to assess AU's effectiveness, and some examples in terms of how program review lead to continuous quality improvement.			
Service Area Outcome Assessments. This section includes list of AU's service area outcomes, dates of assessment, the assessment methodologies used including established criteria for success, summary of data and how results are used to inform improvements, the section also provides a description of the identified <i>challenges</i> that are yet to be addressed by AU, and how these outcomes are linked to the college's strategic goals.			
Evaluation of Progress toward previous Goals. This section provides descriptions of (a) goals from previous review, (b) levels of success achieved, and (c) resources allocated including efficacy of spending.			
Short-term and Long-Term Goals. This section provides descriptions of the AU's short-term and long-term goals including action plans, measurable outcomes anticipated for these goals, and others.			
Requests for Resources. This section provides the AU's (a) short- and long-term goals, (b) the type of resources need as presented in dollar amount, and (c) potential source of funding.			
AU Program Review Summary. This section provides the reader with an overview of the highlights, themes, and key segments of the AU's program review. This section should include only new information that is not mentioned in the preceding sections of the AU program review report.			