

# Assessment: Administrative Unit Four Column



2012-2013 to 2021-2022 Annual Assessment: Counseling Services

## C - EMSS - Counseling Services

**Mission Statement:** The Counseling division’s mission is to encourage, support, and assist students in their pursuit of higher education by providing counseling and educational services to deal with personal, interpersonal, professional, and academic issues.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p><b>2012-2013 Counseling Services Outcome 2</b> - Students who utilized tutoring services will pass the course tutored by the end of the semester.  <b>AUO Status:</b> Inactive  <b>AUO Assessment Cycle:</b> 2012 - 2013</p>	<p><b>Descriptive Statistics</b> - 1. Train all tutors to ensure quality and effective tutoring services provided.                  2. Coordinate with faculty and staff to provide adequate tutoring services provided.                  3. Ensure wide advertising of tutoring services.  <b>Target:</b> 10% of students who utilize tutoring services will pass the courses tutored.                  80% positive rating on the satisfaction survey administered to a randomly selected sample of participants to the tutoring program</p>	<p><b>Reporting Period:</b> 2012 - 2013  <b>Target Met:</b> Yes                  1. The criterion for success is 10% of students who utilized tutoring services will pass the courses tutored. During the Fall 2012 and Spring 2013 semesters, there were 130 students who availed of the A+ Center's tutoring services which is under the oversight of the Counseling Services. Of the 130 students, 95 (or 73.1%) passed the course tutored with grades of As, Bs, and Cs. 12 (or 9.2%) of the 130 students received a grade of D while 12 (or 9.2%) students failed, and 11 (or 8.5%) withdrew from the course tutored. Thus, the criterion for success was successfully met. (08/07/2013)</p> <hr/> <p><b>Reporting Period:</b> 2012 - 2013  <b>Target Met:</b> No                  2. The second criterion for success is 80% of positive rating on the satisfaction survey. No survey was administered at this time, but through follow up with students and an instructor who have received tutoring assistance, and utilized the tutoring services, the tutors received good comments on their work. Will administer satisfaction survey for next cycle. (08/07/2013)</p>	<p><b>Improvement:</b> More training of tutors to assist students in time management, study skills, and basic peer advising/counseling skills to further increase student success. (08/07/2013)</p> <hr/> <p><b>Improvement:</b> A satisfaction survey will need to be created and implemented for next assessment cycle to provide more information of improving the tutoring services. (08/07/2013)</p>

**2012-2013 Counseling Services**      **Exam/Quiz - Pre-Post - 1)** Provide at      **Reporting Period:** 2012 - 2013

## Administrative Unit Outcomes

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### Improvements

**Outcome 1** - Students who received transfer advising will exhibit increased knowledge about schools abroad.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2012 - 2013

least 2 informational sessions to students.  
2) Provide at least 2 transfers advising to students.  
3) Distribute informational brochures about transferring.

**Target:** 5% of students who receive transfer advising through the counseling office and Education USA advising center will exhibit increased knowledge about schools abroad.  
80% positive rating on the satisfaction survey administered to a randomly selected sample of participants to transfer advising workshop.

**Target Met:** Yes

1. The criterion for success is that 5% of students who receive transfer advising through the counseling office and Education USA advising center will exhibit increased knowledge of schools abroad. Thus, 51 students sought transfer information from counseling office and Education USA advising center. Out of the 51 students 20 (40%) were accepted/transferred to other institutions. (08/07/2013)

**Improvement:** The counselors and/or advisers will need to increase criterion for success as 5% is low. 40% of students who sought for advise and increased their knowledge about schools abroad were accepted and transferred to other institutions. (08/07/2013)

**Reporting Period:** 2012 - 2013

**Target Met:** No

2. Criterion for success two is that 80% positive rating on the satisfaction survey administered to a randomly selected sample of participants to transfer advising workshop. No surveys were administered for this cycle. Will administer survey during next cycle. (08/07/2013)

**Improvement:** A satisfaction survey will need to be created and implemented for next assessment cycle to provide more information to improve transfer advising through counseling office and Education USA advising center. (08/07/2013)

#### 2012-2013 Counseling Services

**Outcome 3** - Students will engage in workshops, lectures, and programs to increase their academic and professional growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2012 - 2013

**Exam/Quiz - Pre-Post - 1)** Provide at least two workshops or similar activities each semester.  
2) Distribute at least 100 informational brochures throughout the year.  
3) Provide at least 2 counseling sessions for at least 10% of students place on disciplinary action for alcohol policy violations.

**Target:** At least 10% of students participating in workshops, lectures, and programs facilitated by the Counseling Office will exhibit increased knowledge about the topics or subject areas specific to these activities.

**Reporting Period:** 2012 - 2013

**Target Met:** Yes

Criterion for success is that at least 10% of students participating in workshops, lectures, and programs facilitated by the Counseling Office will exhibit increased knowledge about the topics or subject areas specific to these activities. Two substance abuse prevention activities conducted during fall 2012 to spring 2013. Results of the pre/post tests given were for first activity the results are: pretest= 55% post test = 79% an increase in of 24%. For the second activity a pre/post test was also administered and the results are as follows: pretest 40% and post test 87%. An improvement of 47%. Average learning improvement for the two activities is 36%. Thus, criterion for success was met. (08/07/2013)

**Improvement:** The counselors will need to offer a variety of workshops/lectures/activities that will encourage new and continuing student participation. (08/07/2013)

## Administrative Unit Outcomes

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#### 2013-2014 Counseling Services

**Outcome 1** - Students who utilized the tutoring service will pass the course tutored by the end of the semester.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2013 - 2014

**Descriptive Statistics** - 1) Provide one training per semester on effective tutoring services to all tutors to ensure efficient and quality services.

2) Coordinate and collaborate with faculty and other support services staff by conducting at least one meeting per year in order to develop, improve and implement effective tutoring services including timely referrals of academically at-risk students for appropriate interventions.

3) 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.

**Target:** 25% Of students who utilize tutoring services will pass the course tutored.

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

A total of 173 students availed themselves to the tutoring services. Of these 173 students 63% passed their courses tutored with A,B, or C grades. 37% of these students received D,F, or W for their courses tutored.

In collaboration with faculty and other student services staff, the tutors conducted a Test Taking Tip Workshop to help students to pass course final exams. This workshop provided participants techniques and skills to improve study habits that will therefore help them to do well on their final exams. Of the 12 student participants in the workshop 11 students took the pre/post test and the results are as follows: 60% passed the pretest and 90% passed the post-test, which shows an increase in knowledge of 30%. (07/15/2014)

**Improvement:** Improving the logging system of students seeking tutoring services is needed in order to avoid duplication of students that will lead to inaccurate data. (07/28/2014)

#### 2013-2014 Counseling Services

**Outcome 2** - Students who received transfer advising will exhibit increased knowledge about schools abroad.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2013 - 2014

**Survey** - 1) Provide two informational sessions on transfer admission to other higher education institutions (HEIs) in the US.

2) Distribute students with informational brochures, flyers, and other similar forms of printed campaign materials on transferring to other HEIs.

**Target:** 25% of students who receive transfer advising through the counseling office and Education USA will exhibit increased knowledge about schools abroad.

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

Two College Fairs were coordinated by the Counseling Office and Education USA for over 900 students. Outreach to other state campuses were done in order to provide information of transfer opportunities for students. 97% positive rating on the satisfaction administered to a randomly selected sample of participants. (07/15/2014)

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

Through outreach and recruiting visits, over 700 students were able to learn the five steps that can be utilized in order to transfer to US colleges and universities. These students also exhibited an increase knowledge of the

**Improvement:** Because Education USA caters to high school and college students in the FSM, the Counselors and/or advisers will need to improve in record keeping of COM-FSM college students who

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80% positive rating on the satisfaction survey administered to a randomly selected sample of participants to transfer advising workshop.

admission procedures and fees for a specific colleges. (07/28/2014)

utilize and benefit from the service. (07/28/2014)

#### Related Documents:

[Recruitment Transfer Visit](#)

#### 2013-2014 Counseling Services

**Outcome 3** - Students will engage in career development workshops, lectures, and programs to enhance their professional growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2013 - 2014

**Exam/Quiz - Pre-Post - 1)** Provide one career informational activity per semester.  
**2)** Distribute students with informational brochures and other similar forms of printed campaign materials on prospective careers and jobs.  
**3)** Conduct resume/interview workshop.

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

From October 28th to November 1st, 2013 the counselors coordinated and hosted a Career Week for the National Campus students. The activities provided included resume writing, interview skills, and job fair. Pre-post tests were given during each activity. Resume workshop pre/post test results showed that 13% passed the pre test, and after the workshop 80% of the participants passed the post-test. This result showed a 67% increase in knowledge. During job interview workshop, the pre test showed that 54% of the participants passed the pre-test, and after th workshop the post test showed that 97% passed. The result showed a 43% increase in knowledge. A satisfactory survey was given after the job fair and showed 94% of the participants were satisfied with the activity. A total of 242 students participated in the career week activities. (07/18/2014)

**Improvement:** Collaborate with other staff to provide a better venue for Career Week activities. The venue for the Career Week activities were not suitable for the number of participants present. (07/28/2014)

#### 2014-2015 Counseling Services

**Outcome 1** - Students who utilize tutoring services will pass the course tutored by the end of the semester.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2014 - 2015

**Descriptive Statistics - 1)** Train all tutors to ensure quality and effective tutoring services provided.  
**2)** Coordinate with faculty and staff to provide adequate tutoring services to students.  
**3)** Track the progress of students seeking tutoring services to provide additional tutoring and/or counseling services to those who are at risk.  
**4)** Provide routine advertisements and other similar forms of announcements about the tutoring

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

A total of 120 students availed themselves to the tutoring services. Of these 120 students 74% passed their courses tutored with A,B, or C grades. 26% of these students received D,F,I, or W for their courses tutored.

In collaboration with faculty and other student services staff, the tutors conducted two Test Taking Tip Workshops to help students to pass course final exams. These workshops provided participants techniques and skills to improve study habits that will therefore help them to do well on their final

**Improvement:** Continue to improve tutorial services with more collaboration with faculty to increase the number of students that utilize the tutorial services. A manual for tutorial services will be completed and provided to all tutors to ensure consistency and quality of services. (10/06/2015)

services by posting either electronic or print forms of media for increased awareness of the stakeholders.

**Target:** 30% of students who utilize tutoring services will pass the courses tutored.

exams. During the first workshop there were 12 participants. Of the 12 participants 11 students took the pre/post test, and the results are as follows:

60% passed the pretest and 90% passed the post-test, SLO is 30%.

There were 14 students that participated in the second workshop. Of the 14 participants 13 students took the pre/post test and the results are as follows: Pretest- 13 students took test, 4 passed with at least 4 correct out of 5 items= 31%  
Posttest-13 students took test, 13 passed with at least 4 correct out of 5 items= 100%. Student Learning Outcome- 9 students passed equates to 69% (SLO) (08/31/2015)

**2014-2015 Counseling Services**

**Outcome 2** - Students who receive transfer advising through the counseling office and Education USA advising center will exhibit increased knowledge about schools abroad.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2014 - 2015

**Survey - 1)** Provide two informational sessions on transfer admission to other higher education institutions (HEIs) in the US.  
2) Coordinate and host college fair to provide students information of the broad selections of colleges available.  
3) Distribute students with informational brochures, flyers, and other similar forms of printed campaign materials on transferring to other HEIs.

**Target:** 30% of COM-FSM students who receive transfer advising will be able to demonstrate and apply the process of successfully transferring to the students' choice of institute of higher education beyond COM-FSM. 90% positive rating on the satisfaction survey administered to a randomly selected sample of

**Reporting Period:** 2014 - 2015

**Target Met:** No

There were no formal sessions/workshops conducted. Advisers attended EducationUSA Forum in DC June 23rd to 25th – The purpose of the forum is for selected advisers to market their countries to 500 U.S institute representatives. As a result of the forum 8 Universities shows interest to accept Micronesian students as transfer destination for COM-FSM students. This forum also provides opportunities for adviser to strengthen our networking so to share best practices of each center. (08/30/2015)

**Improvement:** Counselors and EducationUSA advisers will improve this service by becoming more proactive and visible to students, staff, and faculty. Counselors will outreach to students to provide the necessary tools and information for a smooth transition from College of Micronesia to the students' choice of institute of higher education beyond COM. A survey will be designed and developed for assessment.

Workshops will be scheduled and conducted accordingly for next cycle. (10/06/2015)

participants of transfer advising workshops.

**Notes:** Assessment type will include surveys.

**2014-2015 Counseling Services Outcome 3** - Students will engage in workshops, lectures, and programs to enhance their academic and professional growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2014 - 2015

**Exam/Quiz - Pre-Post - 1)**Conduct Test Taking Skills Workshop  
2)Provide one career informational activity per semester.  
3)Distribute students with informational brochures, flyers, and other similar forms of printed campaign materials on prospective careers and jobs.  
4)Conduct resume/interview workshops.

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

In May 2014 a test taking skills workshop was conducted, whereas only 12 students participated. The workshop provided participants techniques and skills to improve study habits that will therefore help them to do well on their final exams. Eleven students took the pre/post test and the results are as follows: 60% passed the pretest and 90% passed the post-test, SLO is 30%.

In November 2014, another test taking skills workshop was conducted. Fourteen students participated in the workshop. A pre/post test was administered, and results showed the following: Pretest- 13 students took test, 4 passed with at least 4 correct out of 5 items= 31%  
Posttest-13 students took test, 13 passed with at least 4 correct out of 5 items= 100%  
Student Learning Outcome- 9 students passed equates to 69% (SLO)  
(08/30/2015)

**Improvement:** Counselors will design, develop, and coordinate workshops catered to both the students' academic and professional growth. (10/06/2015)

**Target:** 30% of students participating in workshops, lectures, and programs facilitated by the Counseling Office will exhibit increased awareness and understanding about the topics or subject areas specific to these activities.  
90% positive rating on the satisfaction survey administered to a randomly selected sample of participants of workshops, lectures, and programs.

**Notes:** Assessment type will also include survey  
Pre/Post test

**2015-2016 Counseling Services Outcome 1** - Students who utilized the tutorial services shall pass the

**Descriptive Statistics - 1.**Facilitate formal trainings for all tutors to ensure quality and effective tutorial

**Reporting Period:** 2015 - 2016

**Target Met:** No

An informal one on one training was conducted to tutors at

**Improvement:** Conduct one formal training for all tutors at the beginning of fall semester, and



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course tutored by the end of the academic term.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2015 - 2016

services. At least two trainings for tutors per semester (August and September during fall, and January and February during spring).

**Target:** 80% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.

the beginning of their contract dates. Tutors were rehired from previous semester(s), therefore, no formal training was conducted.

For fall semester 2015, a total of 109 students were seen for individual tutoring. Of the 109 students 70% passed the courses they were tutored in with grades A,B,C, or P, while 30% failed courses with D, F, or W.

In spring semester 2016 only 60 students were seen for individual tutoring. Of the sixty students 65% passed the courses they were tutored in with A,B,or C, and 35% got grades of D, F, or have a class cancelled. (07/17/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

A total of eight (8) tutors were hired for the A+ Center to help students to successfully complete their courses.

Subjects tutored include Math, English, Science, Accounting, Public Health courses, etc. The tutors assisted instructors in various subject areas by attending their classes and assisting students in the classroom. Ten (10) instructors/professors had one tutor attend their class(es) to provide tutorial services.

A follow up with the instructors informed the coordinator that tutors are doing a good job in helping the students, and instructors would like the services of the tutors in the classrooms to continue.

(07/14/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

Collaboration with instructors began with e-mail referrals of students, and a panel discussion with instructors during the March 13, 2015, workshop for faculty addressing Student Success and "Just in Time Intervention." (09/15/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** No

Spring 2016, sixty students availed themselves for individual

one informal training for tutors rehired from previous semester. (08/30/2016)

**Improvement:** Continue to

enhance collaboration with faculty and tutors to strengthen student retention and success. (08/30/2016)

**Improvement:** Continue to

enhance collaboration with faculty and tutors to strengthen student retention and success. (09/15/2016)

**Improvement:** The coordinator

and tutors will be more visible to students. This can be done

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follow-up) tutorial and counseling sessions for at-risk students.  
**Target:** 80% positive ratings in satisfaction survey administered to a cohort group of students.

tutoring. Of the 60 students 65% passed their courses with A, B, or C, while 35% received D's and F's. (07/15/2016)

through pictures of tutors on their published schedules, and in and around the campus and/or the tutors and coordinator will collaborate with instructors to set a time to go out to the classrooms at the beginning of the semester(s) to introduce themselves to the students. This may increase number of students who seek out tutoring services on their own, rather than having them referred by their instructors, therefore, help the student in taking ownership of their education. (08/30/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** No

For fall semester 2015 a total of 109 students were seen for individual tutoring. Of the 109 students 70% passed with grades A, B, C, or P  
30% failed courses with D, F, or W.

**Improvement:** Devise and

conduct a satisfactory survey to students that seek tutorial services for the next assessment cycle. (08/30/2016)

No satisfaction survey conducted for this reporting period.  
(07/17/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

Names of tutors and their schedules were communicated to the faculty through the Dean of Academic Programs, and are posted on the college's newsfeed. (08/30/2016)

**Related Documents:**

[Spring 2015 Tutor Schedule](#)

**Descriptive Statistics** - 4. Design, develop, and implement a mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.

**Target:** An informational procedures manual to be published by December 2015, with information of expectations of tutors, tutees,

**Improvement:** The coordinator

and tutors will be more visible to students and faculty. This can be done through pictures of tutors on their published schedules, and in and around the campus and/or the tutors and coordinator will collaborate with instructors to set a time to go out to the classrooms at the beginning of the semester(s) to introduce themselves to the students. This may increase number of students who seek out tutoring services on



referral system, etc. Provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

rather than having them referred by their instructors, therefore, help the student in taking ownership of their education (08/30/2016)

**Exam/Quiz - Pre-Post - 5.** Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November 2015 and February 2016.

**Target:** Pre-and post tests, a statistically significant difference.

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

A test taking skills workshop was conducted on November 20, 2015 to ten (10) participants. The workshop was designed to help participants develop the skills necessary for success in their academic courses. The aim was for participants to learn strategies for note taking, time management, reading critically, concentration and studying, and test taking strategies.

Before the workshop, the 10 students took the pre-test, and 30% of the students were able to identify strategies that will be presented. After the workshop a post test was given and 100% of the students were able to identify the strategies presented. (07/14/2016)

**Improvement:** Although there was a positive result, the number of participants did not represent the college population, therefore, a more creative approach to getting more students to participate in these workshops will be explored. Enhance collaboration with faculty to get students involved in these co-curricular activities.

Research into an effective measuring tool to use to show the significance and impact the workshop has on the participants will be conducted. (08/30/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

A test taking skills workshop was conducted to 12 participants on April 20, 2016. The workshop covered the symptoms of test anxiety and how to prepare mentally and physically before and during a test. The purpose of the workshop was to help students cope with test anxieties.

Before the workshop, 12 participants took the pre-test and the results showed that 33% were able to identify symptoms of test anxiety and how to cope. After the workshop a post test was given with 75% of the participants

**Improvement:** Even with positive results, a recommendation is made to increase population attendance because the number of students who attended the workshop do not represent the college population. With an increase in attendance, the student services can best assess whether this workshop has an impact on student success or not. Therefore, methods and

were able identify test anxiety how to cope. The results showed that there was an increase in their knowledge of the coping strategies presented in the workshop. (07/17/2016)

**Related Documents:**

[November 20, 2016, Test-Taking Skills Workshop](#)

techniques in getting more students to participate in these workshops will be explored.

More collaboration will be done with faculty to get students involved in these co-curricular activities/workshops.

Research will be conducted to find an effective measuring tool to use to show the significance and impact the workshop has on the participants (07/17/2016)

**Improvement:**

Become an active member through participation and attendance in annual conferences to acquire information on up to date best practices. Membership fee is included in the conference registration fee, therefore, the counselor will need to actively participate in annual conferences and/or trainings in order to keep its membership.

The counselor will further seek and obtain membership of a national association to further update tutors and tutoring coordinator(s) of best practices through professional development offered. (08/30/2016)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

On October 2014, the Lead Counselor became a member of the National College Learning Center Association. (08/30/2016)

**Descriptive Statistics -** 6. Obtain at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.

**Target:** Continuous improvement of tutorial services.

**2015-2016 Counseling Services**

**Outcome 2 -** Students who receive transfer advising through the college's counseling services and the EducationUSA center will exhibit

**Descriptive Statistics -** 3. Design, develop, publish and circulate informational material about the college, its curricular programs and/or offerings, student support

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

Calendar of activities published and distributed to other divisions. Activities and schedules posted on the college newsfeed. (08/28/2016)

**Improvement:** Make calendar and schedules more visible by other modes of medium. (08/30/2016)

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increased awareness about the admission requirements and processes of higher education institutions in the U.S.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2015 - 2016

services and activities, facilities to promote communicate awareness about the college.

**Target:** An informational material (brochure) published by December 2015, with information updated annually.

#### 2015-2016 Counseling Services

**Outcome 3** - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2015 - 2016

**Exam/Quiz - Pre-Post - 1.** Facilitate at least one alcohol awareness activity per semester designed to assist participants in developing awareness necessary for success in their personal lives, i.e., October 2015 and February 2016.

**Target:** Pre-and post tests, a statistically significant difference.

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

Counselors took part in the Substance Abuse Prevention (SAP) working group spearheaded by the Peer Counseling Office to host the December 2015 SAP activities. Activities included an essay contest and Basketball games. To avoid duplicate reporting of same activities, the Peer Counseling Office is reporting on the outcomes of the activities. (07/17/2016)

**Improvement:** To avoid duplicate reporting and activities by Peer Counseling Office and Counseling Office, alcohol awareness activities will no longer be an objective of the Counseling Office. (08/30/2016)

**Exam/Quiz - Pre-Post - 2.** Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors, i.e., November 2015, and April 2016.

**Target:** Pre-and post tests, a statistically significant difference, and 85% positive rating in a survey administered to participants.

**Reporting Period:** 2015 - 2016

**Target Met:** No

No career workshops were facilitated this year cycle. (08/30/2016)

**Improvement:** Collaborate with faculty to schedule and facilitate career workshop(s) for students for the next assessment cycle. (08/30/2016)

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**Exam/Quiz - Pre-Post - 3.** Facilitate at least one resume-writing and interview workshop per semester for students that will include the Do's and Don'ts of completing job applications, resume writing (curriculum vitae), and interview skills necessary to prepare participants for employment process, i.e., December 2015 and April 2016.  
**Target:** Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.

**Reporting Period:** 2015 - 2016

**Target Met:** No

A Resume and Interview Workshop was held on October 14, 2015. The purpose of the workshop was to help participants write resume that will prepare them for employment success.

- A pre/post test consisting of same series of questions was administered to the 15 students who attended the workshop. The pre test showed that only 20% of the students were able identify the process in writing a resume. After the workshop a post-test was given and 62% of the students were able to identify the process of writing a resume.

(07/14/2016)

#### Related Documents:

[October 14, 2015, Resume Interview Workshop](#)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

A resume writing workshop on April 13, 2016. There were 12 students participated in the workshop. Presenters were invited from the Division of Personnel Office at FSM National Government Division of Personnel Office, Pohnpei State Government.

Pre- and post-tests were used to measure the outcome of the workshop. Out of the 12 students, 10 students completed the pretest. Out of the 10 students, 6 students (60%) were able to identify the skills necessary to prepare for employment process. At the end of the workshop, 100% of the students completed the post-test and the result showed that 100% of the students were able to identify the skills necessary to prepare for employment process.  
 (07/17/2016)

**Improvement:** The counselor will work collaboratively with faculty to increase the number of student participation and align the workshop contents to what is being learned in the classroom as part of our effort to enhance the co-curricular programs. The workshop will now include interview skills that will allow the participant to gain effective skills needed in an interview.  
 (08/30/2016)

**Improvement:** The counselor will work collaboratively with faculty to increase the number of student participation and align the workshop contents to what is being learned in the classroom as part of our effort to enhance the co-curricular programs. The workshop will now include interview skills that will allow the participant to gain effective skills needed in an interview.  
 (08/30/2016)

#### 2016-2017 Counseling Services

**Outcome 1** - Students who utilize the tutorial services will pass the course tutored by the end of the academic

**Descriptive Statistics - 1.** Facilitate trainings for all tutors to ensure quality and effective tutorial services. One formal training for

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

A formal training was conducted to both CTEC and National Campus tutors in fall 2016. During this training, the

**Improvement:** The Coordinators will further collaborate with CTEC tutors, National Campus tutors, and Instructional Coordinator to

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term.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2016 - 2017

tutors for fall semester and one informal for spring semester.

**Target:** 80% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.

counselors and/or tutorial services coordinators combined their efforts to deliver a formal training to tutors to ensure quality and effective tutorial services. The training subjects included skills and expectations, work ethics, and leadership. (07/26/2017)

**Related Documents:**

[CS\\_October2016\\_Tutor\\_Training\\_Evaluation\\_Results\\_.pdf](#)

[CS\\_October2016\\_TutorTraining\\_Syllabus.pdf](#)

**Descriptive Statistics - 2.** Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.

**Target:** Coordinate and collaborate once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

Schedule of tutors sent to Director of Academic Programs for distribution to faculty. Schedule is also posted on the college website to ensure that information is accessible to students, staff, and faculty. (08/14/2017)

**Improvement:** Tutoring

Coordinator will further enhance collaboration with faculty through the Instructional Coordinator (IC) to ensure that students and faculty are informed of the tutorial services. (09/28/2017)

**Survey - 3.** Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.

**Target:** 80% positive ratings in satisfaction survey administered to a cohort group of students.

**Reporting Period:** 2016 - 2017

**Target Met:** No

From fall 2016 to summer 2017, 186 students availed themselves to the tutorial services. Of the 186 students, 128 (69%) were able to pass their courses tutored with A, B, & C. Eighteen (10%) passed the courses tutored with a D, and 40 (21%) students either failed, withdrew, or received an incomplete. (08/14/2017)

**Improvement:** Enhance

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

**Descriptive Statistics - 4.** Design, develop, and implement a mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

Schedule of tutorial services was sent to the faculty thru the Director of Academic Programs. Schedule of tutorials services was also posted on the college newsfeed.

**Improvement:** Enhance

collaboration with faculty thru Instructional Coordinator to ensure just in time response and

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with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.

**Target:** An informational procedures manual to be published and distributed, with information of expectations of tutors, tutees, referral system, etc. Provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

(09/28/2017)

support are given to at-risk students. (09/28/2017)

**Exam/Quiz - Pre-Post - 5.** Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November 2016 and April 2017.

**Target:** Pre-and post tests, a statistically significant difference.

**Reporting Period:** 2016 - 2017

**Target Met:** No

The tutors of the A+ Center conducted a workshop on test taking skills in fall 2016 which covers the basics of how a student can identify test anxiety symptoms and how to prepare them mentally and physically before and during a test. The purpose of the workshop is to help students cope with test anxieties. Only 4 students attended the workshop. A pre- and post-test was given to measure the success of the workshop. The results of the pre/post showed two students increased their scores by 30%, 1 student increased his/her score by 20%, and 1 student got the same score from pre-test and post-test. Average score increased by 18.5%.

A test taking skills workshop was not conducted during spring 2017. (07/26/2017)

**Descriptive Statistics - 6.** Obtain at least one membership of a national tutoring association to further

**Reporting Period:** 2016 - 2017

**Target Met:** No

Due to change of tutor coordinator, this was not done.

**Improvement:** Coordinator will obtain membership of a national tutoring association and become



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update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.

(08/14/2017)

active in professional development through conferences and/or workshop trainings provided by the association. (08/14/2017)

**Target:** Continuous improvement of tutorial services.

**2016-2017 Counseling Services Outcome 2** - 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.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2016 - 2017

**Survey - 1.** Facilitate two

informational workshops per semester on transfer admissions to other higher education institutions in the United States.

A workshop in October 2016 for fall semester, and March, 2017 for spring semester.

**Target:** 80% positive ratings in satisfaction survey administered to participants.

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

A transfer informational workshop was conducted in spring 2017 through the EducationUSA center. The workshop was designed to assist interested COM-FSM students to learn how to use the EducationUSA College Board Filter and to assist them apply for colleges and universities online. The participants were able to create accounts online with the universities and colleges they selected, and submitted applications online.

A satisfactory survey was used and it showed that the workshop was satisfactory. 95% of the students rated satisfactory (strongly agree and agree) on the satisfactory survey, 5% of the students rated neutral, and 0% rated unsatisfactory (disagree or strongly disagree). (07/26/2017)

**Improvement:** EducationUSA is no longer under the counseling office, but the counselors will continue to conduct informational transfer workshops to the students to help with their first steps in transition to other colleges abroad. (09/28/2017)

**Survey - 2.** In collaboration with other student support services units and program faculty, coordinate and continue to host an EducationUSA Outreach each academic year to provide high school and college students information about colleges abroad.

**Target:** 85% positive ratings in satisfaction survey administered to a cohort group of students.

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**Descriptive Statistics - 3.** Design, develop, publish and circulate informational material about the college, its curricular programs and/or offerings, student support services and activities, facilities to promote communicate awareness about the college.

**Target:** An informational material (brochure) published by December 2016, with information updated annually.

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

Counseling office services brochure was created and distributed to new students during orientation and student visits. (10/02/2017)

**Improvement:** Improvement EducationUSA is no longer under the counseling office, but the counselors will continue to conduct informational transfer workshops to the students to help with their first steps in transition to other colleges abroad. (10/02/2017)

**2016-2017 Counseling Services**

**Outcome 3 -** Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2016 - 2017

**Exam/Quiz - Pre-Post - 2.** Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors, i.e., November 2016, and April 2017.

**Target:** Pre-and post tests, a statistically significant difference, and 85% positive rating in a survey administered to participants.

**Reporting Period:** 2016 - 2017

**Target Met:** No

No career workshop was conducted during this reporting period. Resume/Job interview workshops were conducted as part of career day activities instead. (10/02/2017)

**Exam/Quiz - Pre-Post - 3.** 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

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

Fall 2016, resume-writing workshop was conducted to random COM-FSM Students . Twenty students attended the workshop. Pretests and posttests were administered at the beginning and at the end of the workshop to determine students' knowledge of resume writing and impact as they

skills necessary to prepare participants for employment process, i.e., October 2016 and April 2017.

**Target:** Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.

completed the workshop. The result showed that four (20%) students passed the pretest and 18 students (90%) passed the posttest (07/26/2017)

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

Fall 2016, resume-writing workshop was conducted to COM-FSM Teacher Corp Participants. There were 16 participants. Pretests and posttests were administered at the beginning and at the end of the workshop to determine students' knowledge of resume writing and impact as they completed the workshop. Three students increased in the post test by 71%, six students increased by 57%, one student increased by 47%, two student increased by 43%, one student increased by 14%, two student increased by 0%, and one student decreased by 29%. The average score was increased by 42%.

(07/26/2017)

**Related Documents:**

- [PrePost Test Resume Writing Workshop November 2017.pdf](#)
- [November 3, 2017 ResumeWriting Pre/Post Test Results.pdf](#)

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

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

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

A pre/post questionnaire was used to measure the success of the workshop. The questions in the pretest and the

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

(07/26/2017)

**Related Documents:**

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

**2017-2018 Counseling Services**

**Outcome 1** - Students who utilized the tutorial services shall pass the course tutored by the end of the academic term.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2017 - 2018

**Descriptive Statistics** - Facilitate

trainings for all tutors to ensure quality and effective tutorial services. One formal training for tutors for fall semester and one informal for spring semester (September for fall semester, and February during spring).

**Target:** 85% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

The training covered tutor basic regiments that included tutor skills and expectations, work ethics, and leadership. By the end of the training, the tutors understood what was expected of them as tutors and college employees. They were able to demonstrate leadership skills and commitment with effective communication, self management, and team building skills. The tutors were also able to identify different characteristics of work ethics.

A pre/post test was given. The results are as shown: Results of pre and posttest

Pretest- all seven participants scored 100%

Posttest - five participants scored 100%

- one participant answered one question incorrectly (83%)
- one participant answered two questions incorrectly (67%)

Evaluation

(questions #1-8)

- Four participants answered “strongly agree” to all questions

**Improvement:** Enhance collaboration and communication with faculty. (09/20/2018)

- Two participants answered “agree” to question #4
  - One participant answered “strongly disagree” to question #1 and “agree” to question #2
- (#9)
- Six participants rated the training overall as “excellent”
  - One participant rated the training overall as “good”
- (#10) Comments received
- More people should be invited (instructors, esp. & student life)
  - It was good
  - Punctuality that’s all, overall it is a good training
  - Good enough
  - All aspects were on point and adequate
  - No comment
  - n/a
- (#11)
- FERPA: I did not know about this
  - 1. Professionalism in the workplace
  - 2. Pro activeness in the workplace
  - 3. Come up w/helpful tutoring/teaching material
    - 1. Pell grant maxing out
  - 2. Financial suspension
  - 3. Expectations of a tutor
    - Cooperation/communication between instructors, counselors and tutors
    - Tutoring on weekends is viable
  - Communication with instructors in need
  - Students need to be encouraged to do their part
    - 4 frames of leadership
  - Perspectives
  - Work smart
    - Work ethic
  - Frame chart
  - Symbolic

(#12)

- Good training and good food
- Training far exceeded my expectations
- The training went really well. I've learned a lot about the education system and how we can implement and make it better.

(09/20/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Tutoring procedures manual completed and electronically distributed to tutors for their reference and use. (09/20/2018)

**Descriptive Statistics** - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.

**Target:** Coordinate and collaborate once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Increase in communication and collaboration between counselors and faculty through the hiring of instructors as tutors, and frequent communication between counselors and Instructional Coordinator. (09/20/2018)

**Improvement:** Provide feedback to faculty and Instructional Coordinator on students' progress with tutoring services. (09/20/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. (09/20/2018)

**Improvement:** Ensure tutors are contracted before semester begins to have tutors introduced to faculty and students at beginning of each semester. (09/20/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** No

143 students availed themselves to tutorial services. Of the 143 students,  
27=A 19%  
37=B 26%  
35=C 24%  
19=D 13%  
15=F 10%

**Survey** - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.

**Target:** 85% positive ratings in satisfaction survey administered to students.

**Improvement:** Enhance collaboration and communication with faculty to increase the number of students utilizing the tutorial services. (09/20/2018)



10=W .07% (09/20/2018)

**Descriptive Statistics** - Design, develop, and implement a mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.

**Target:** Provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. (09/20/2018)

**Descriptive Statistics** - Obtain and renew at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.or workshop trainings.

**Target:** Continuous improvement of tutorial services.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

One counselor is currently a member of the American School Counselors Association. Professional development is provided through annual conferences. (09/20/2018)

**Improvement:** Have all counselors to become members of a national tutoring association or counseling association to further improve counseling and tutoring services to all students. (09/20/2018)

**2017-2018 Counseling Services**

**Outcome 2** - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their

**Survey** - Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Students will engage in workshops, lectures, and programs to enhance their personal and academic growth and

**Improvement:** Prepare and conduct career workshops to cater to different majors offered at the college. (09/20/2018)

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personal and academic growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2017 - 2018

their chosen majors.

**Target:** 90% positive rating in a survey administered to participants.

development. Fall 2017, Counseling Office enhanced its career workshops by hosting a Job Fair October 20, 2017. Counseling Office conducted a resume-writing workshop on October 16, 2017 to help students prepare their resumes for the Job Fair. (09/20/2018)

**Descriptive Statistics** - Facilitate at least one resume-writing and interview workshop per semester for students that will include the Do's and Don'ts of completing job applications, resume writing (curriculum vitae), and interview skills necessary to prepare participants for employment process, i.e., October 2017 and April 2018.

**Target:** Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Counseling services is committed to student success by providing career workshops and career fairs. Spring 2018, counseling services, working closely with instructional affairs and work-study coordinator and conducted a resume/curriculum vitae workshop on March 19, 2018. The intention of the workshop was to help students who were applying for AUSAID scholarship, transferring to institution that require them to submit a curriculum vitae, and those students who were planning to start their career after COM- FSM build their resume/cv.

Fifty-three students participated in the workshop for various reasons. Two students attended resume-writing workshop to earn extra credit for a class. Two students attended the workshop to write their curriculum vitae for AusAid Scholarship, and the rest of the students were there to start or improve their resumes. Two students contacted the counselor after the workshop to improve their cv for AusAid. Emails were sent out to remind them of the datelines for submission. (09/20/2018)

**Improvement:** Enhance collaboration with other college personnel to enhance students' personal and academic growth and development. (09/20/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

College of Micronesia-FSM is committed to student success by providing career workshops and career fairs. Fall 2017, Chairperson for Education Division met up with counseling staff and made a request for a resume-writing workshop to be conducted to Teacher Corps Program.

**Improvement:** Enhance collaboration with faculty to increase student participation to enhance student success. (09/20/2018)

As a result, one student got perfect scores on both the pretest and the posttest, two students got an increase of

71% in the posttest, two students got an increase of 57%, four students got an increase of 43%, two students got an increase of 29%, two students got an increase of 14%, and one student got a decrease of -14% (09/20/2018)

**Reporting Period:** 2017 - 2018

**Survey** - Facilitate at least one job fair activity to assist students to employment opportunities available.

**Target:** 90% positive rating in a survey administered to participants.

**Target Met:** Yes

College of Micronesia-FSM counselors' office is committed to student success by providing career workshops and career fairs. Fall 2017, the counseling office enhanced its career workshops by hosting a job fair. October 16, 2017, Counseling Office conducted a resume-writing workshop to help students write their resumes in preparation for the Job Fair that was scheduled on October 20, 2017.

The pretest and posttest questions were in multiple-choice format. There were five questions in the survey: Q1)

Resume is best-defined as \_\_\_\_? Q2) What is an ideal length of a resume? Q3) Which sections in the resume you write your name, address, phone number, and email address? Q4) Chronological resume focuses on the work and education history. The dates should be listed in \_\_\_\_? Q5) Give at least a tip on writing a good resume.

As a result, two students got an increase in the differences of the pretest and the posttest by 60%. Three students got an increase of 40%. Eleven students got an increase of 20%. Five students got perfect scores both in the pretest and the posttest. One student got 80% in both the pretest and the posttest. One student got a decrease in the posttest by -40% and one student got a decrease by -20%. (09/20/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Test-Taking Tips Workshop was scheduled on the 18th of April 2018 from 1:00 PM to 2:00 PM. Eight students participated in the workshop. The workshop was set up in circulation formation to facilitate more leverage during discussion. In large groups, the students discussed what is test anxiety. Then they were divided up into three small groups. Given three questions, group number one was

**Improvement:** The recommendation for future resume-writing workshop is to spend more time on topic or questions related to question number two (what is an ideal length of a resume?).

Improve reporting results to show how and if objectives are met. (09/20/2018)

**Improvement:** Enhance and improve preparation methods to inspire more students to participate in workshop. (09/20/2018)

**Improvement:** Enhance and improve reporting of evaluation results. (09/20/2018)

assigned to provide at least three tips on how to cope with test anxiety before the test. Group number two was assigned to provide at least three tips on how to cope with test anxiety during the test. And group number three was assigned to provide at least three tips on how to cope with test anxiety after the test.

As a result of the group work, the students were able to understand what test anxiety is and different ways of coping with anxiety to better prepare them for tests and final exams.  
(09/20/2018)

**2018-2019 Counseling Services**

**Outcome 1** - Students who utilize tutorial services shall pass the course tutored by the end of the academic term

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 10/01/2018

**Descriptive Statistics** - Facilitate training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (October for fall, February during Spring)  
**Target:** 85% of students who utilized the tutoring services will pass courses tutored.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

The third annual tutors' training was held on October 13, 2018. The objective of the workshop was for the tutors to have a more clear understanding of their roles and responsibilities to better impact the college's mission.  
(07/16/2019)

**Improvement Plan:** More communications between instructor to tutors, and tutors to tutees.

**Descriptive Statistics** - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.

**Target:** Coordinate and collaborate at least once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Increase in communication and collaboration between counselors and faculty through the hiring of instructors as tutors, and frequent communication between counselors and Instructional Coordinator. Three (3) instructors have recently been hired as part time tutors. (07/16/2019)

**Improvement Plan:** Enhance communication with Instructional Coordinator and instructors.

**Survey** - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.

**Target:** 85% positive ratings in satisfaction survey administered to a cohort group of students.

**Reporting Period:** 2018 - 2019

**Target Met:** No

100 students utilized the tutoring services for this reporting period. Of the 100, the breakdown of final grades are as follows:

A=20

B=30

C=33

D=9

F= 6

I- 1

W-1

This shows that 83% of students who utilized the tutoring services were able to pass their courses tutored with a C or above. (09/18/2019)

**Improvement Plan:** Continue to enhance communication and collaboration with faculty, students, and tutors to ensure student success.

**Descriptive Statistics** - Continue to implement the mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.

**Target:** Distribute to tutors and faculty published informational procedures manual. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Names of tutors and their schedules posted on college newsfeed. Schedule sent out to Director of Academic Programs and Instructional Coordinator. A procedures manual was distributed to the tutors and sent to the IC to ensure that the understanding of the roles of the tutors and the procedures involved in the tutoring services process.

(09/18/2019)

**Improvement Plan:** Continue to meet with faculty at the beginning of the school year to further improve outreach to students.

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

As of fall 2020, counseling services has been included in the college's helpdesk to provide assistance to students in a timely manner regarding academic, disciplinary, personal, and tutorial issues. (09/02/2021)

awareness of the stakeholders.

**Exam/Quiz - Pre-Post** - Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November 2018 and April 2019.  
**Target:** Pre-and post tests, a statistically significant difference.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Counselors and tutors facilitated a test taking skills workshop on February 22, 2019 to assist participants in developing skills necessary for success in students' academic courses. The workshop covered test anxiety, time management, and study skills. A pre/post test was used to measure the success of the workshop. The result showed a 57% increase rate in mean from pre and post tests. (07/16/2019)

**Improvement Plan:** 1. Plan ahead of time to increase student participation.  
2. Make recommendation for all seeking tutoring services to attend workshop.

**Descriptive Statistics** - Obtain and renew at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.or workshop trainings.  
**Target:** Continuous improvement of tutorial services.

**Reporting Period:** 2018 - 2019

**Target Met:** No

Membership for the American School Counselor Association was not renewed. (09/18/2019)

**Improvement Plan:** Will obtain membership of a national tutoring association to further update tutors and coordinators of best practices through professional development offered.

**2018-2019 Counseling Services**

**Outcome 2** - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.

**Survey** - Facilitate at least one career workshop per semester designed to introduce to students the different career they can pursue based on their chosen majors.

**Reporting Period:** 2018 - 2019

**Target Met:** No

Counseling services is committed to help students find employment after graduating for COM-FSM by providing a career fair to introduce students to various career



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**AUO Status:** Inactive

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 10/01/2018

**Target:** Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.

opportunities available to them. Counseling services hosted a three day career fair activity on November 21, 26, and 28. Resume writing workshops were conducted on the first two days, while the last day several employers/programs were invited to network with the students. The employers/programs were selected based on the academic programs that are provided at the college. A survey used to measure the positive rating of participants showed that 93% rated the career fair to be satisfactory. (07/16/2019)

**Improvement Plan:** 1. Resume writing workshops and career fair to be conducted earlier in the semester to avoid conflict of student schedules and/or exam preparations.  
2. Attract more student participants with enhanced advertising and incentives.  
3. Scheduling of activity to not conflict with other activities.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Two resume workshops were conducted during the three day career fair for both CTEC and National Campus students in November 2018. The purpose of the workshops were to help students prepare their resumes for the career fair. A survey showed 93% participant satisfaction.

Another resume workshop was conducted on March 22, 2019. A pre/post test was used to measure the success of the workshop. The mean of the pre and post test resulted in a 76% increase rate. (07/16/2019)

**Improvement Plan:** 1. Conduct resume workshops earlier in the semester.  
2. Increase number of participants by collaborating with faculty, students, etc.  
3. Enhance advertisement of workshops.

**Exam/Quiz - Pre-Post** - Facilitate at least one resume-writing and interview workshop per semester for students that will include the Do's and Don'ts of completing job applications, resume writing (curriculum vitae), and interview skills necessary to prepare participants for employment process, i.e., October 2018 and April 2019.

**Target:** Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.

**Survey** - Facilitate at least one job fair activity to assist students to employment opportunities available.

**Target:** 90% positive rating in a survey administered to participants.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Counseling services is committed to help students find employment after graduating for COM-FSM by providing a career fair to introduce students to various career opportunities available to them. Counseling services hosted

a three day career fair activity on November 21, 26, and 28. Resume writing workshops were conducted on the first two days, while the last day several employers/programs were invited to network with the students. The employers/programs were selected based on the academic programs that are provided at the college. A survey used to measure the positive rating of participants showed that 93% rated the career fair to be satisfactory. (07/16/2019)  
**Improvement Plan:** 1. Increase student participation through active advertisement of activity.  
 2. Implement plan ahead of time.

**2019-2020 Counseling Services Outcome 1** - Students who utilize the tutorial services shall pass the course tutored by the end of the academic term.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2019 - 2020

**Descriptive Statistics** - Facilitate annual training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (i.e. October for fall, February for spring)  
**Target:** 85% of students who utilize the tutoring services will pass coursed tutored.

**Survey** - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.  
**Target:** Continue to enhance collaboration at least once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

**Reporting Period:** 2019 - 2020  
**Target Met:** Yes  
 SY 2019-2020 tutor annual training took place on Oct. 12, 2019 and 4 tutors participated. Topics explored via presentation included 1) Roles and Expectations, 2) Leadership, and (3) Work Ethics. 100% of the participants felt that the presentation was very useful and important, and they encouraged more of its kind in the future. They only wished there was enough time to explore more into each of the topics discussed. (07/06/2020)

**Reporting Period:** 2019 - 2020  
**Target Met:** Yes  
 At the beginning of the school year, one counselor sat in on a faculty meeting to promote the services available at the Counseling Office, specifically the tutorial service and encouraged the instructors to refer their students to the counselors earlier so they can be assisted before the midterm exams. (07/06/2020)  
**Improvement Plan:** Utilize Schoology and Drop Out Detective to intervene early to ensure student success.

**Improvement:** Continue to encourage faculty and staff participation of annual tutor training to ensure quality and effective tutorial services. (07/07/2020)

**Improvement:** Continue to collaborate and encourage faculty and staff participation in annual tutor trainings to provide adequate tutorial services to students. Utilize Schoology to participate in faculty discussions to better enhance counselor, tutor, and faculty collaboration. (07/07/2020)

**Survey** - Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.  
**Target:** 85% positive ratings in satisfaction survey to be

**Reporting Period:** 2019 - 2020  
**Target Met:** No  
 Sixty-five (65) students utilized the tutorial services for fall 2019. Five (5) were for nonacademic purposes, and three (3) were not found in the system. Nine (9) of the fifty-seven (57) remaining were not on the mid term deficiency list but sought tutorial assistance which resulted with two

**Improvement:** Continue to track progress of students through SIS and Drop Out Detective through Schoology. (07/07/2020)

administered to a cohort group of students.

(2) students being on the Dean's List and one (1) on the President's List. A few of the students sought tutorial assistance in more than one course/subject, which totaled the number to eighty-two (82).

A 7 9%  
B 21 26%  
C 20 24%  
D 13 16%  
P 1 1%  
W 4 5%  
NP 2 2%  
F 14 17%  
(07/06/2020)

**Reporting Period:** 2019 - 2020

**Target Met:** No

Forty (40) students utilized the tutoring services for Spring 2020. Due to the sudden shut down after mid term exam due to COVID19, we were unable to track their progress. (07/06/2020)

**Improvement Plan:** Continue to track student progress through Drop Out Detective, Schoology, and SIS.

**Reporting Period:** 2019 - 2020

**Target Met:** Yes

Distribute to tutors and faculty published informational procedures manual. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

By collaborating with staff and faculty, students are reached through e-mail to provide support for at-risk students. (07/07/2020)

**Descriptive Statistics** - Design, develop, and implement a mechanism (or outreach) engaging students to avail themselves of the counseling and tutorial services; collaborate with faculty and academic advisers to formalize a referral system to ensure just-in-time response and support are given to at-risk students.

**Target:** Distribute to tutors and faculty published informational procedures manual annually. Procedures manual includes information of expectations of tutors, tutees, referral system, etc. Continue to provide ongoing advertisements and other similar forms of announcements about

**Improvement:** Continuously track the progress of students through the use of SIS and Dropout Detective through Schoology. (07/07/2020)

**Improvement:** Formalize a referral system to ensure just-in-time response and support are given to at-risk-students through the use of Dropout Detective and Schoology. (07/07/2020)

tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

**Exam/Quiz - Pre-Post** - Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November 2019 and April 2020.

**Target:** Pre-and post tests, a statistically significant difference.

**Reporting Period:** 2019 - 2020

**Target Met:** Yes

The work shop was conducted on February 5, 2020 in three segments with a presentation and discussion on the following topics: (a) Studying Strategies, tips and advice (b) Test Taking Strategies & tips and (c) Test Anxiety. Pre and post test data were collected from the participants. The data provided a pretest success average of 67.84% and a post test success average of 96.22%. Over-all results before and after the workshop were compared and the outcome expressed a 28.38% margin of success. Individual student results, concerns, questions, and suggestions provide valuable feedback as they help refine the workshop for future audiences. All recommendations made in this workshop will be taken into account and carefully considered in preparation for the next Test Taking Tips and Strategies Workshop. (07/07/2020)

**Reporting Period:** 2019 - 2020

**Target Met:** Yes

A workshop on Student Success and Life Skills was organized by the tutor and counselors to review and discuss academic support services and resources to gain better insight on how to further improve student academic success. The workshop took place on January 22, 2020. With collaboration and communication with other faculty and staff, approximately 125 students were able to attend the workshop. Participants represented a variety of both off- campus and resident hall students. The workshop was organized into one main session. It was conducted in three segments with presentations and discussions on the following topics: (a) Academic support tips and advice (Conventional and Non-conventional); (b) Utilizing the Syllabus Road Map; and (c) Student Financial Risk management. This workshop provided the opportunity to explore these methods more in depth, utilizing participant

**Improvement:** Refine workshop to reflect participant feedback for future audiences. With the current changes the counselors and tutors will have to refine the workshop to be implemented online to serve the student population. (07/07/2020)

**Improvement:** There was no evaluation tool used to measure the success the of the workshop. Counselors and tutor will work on an evaluation tool to measure the outcome of future Student Success and Life Skills Workshop. Plan and implement workshop(s) online. (07/07/2020)

feedback to enhance the discussion and further contribute more context and understanding toward the methods and approaches currently applied as standard practice. Suggestions made in this workshop will be taken into account and considered in preparation for the next Workshop on Student Success (07/07/2020)

**Improvement Plan:** There was no evaluation tool used to measure the success the of the workshop. Counselors and tutor will work on an evaluation tool to measure the outcome of future Student Success and Life Skills Workshop. Plan and implement workshop(s) online.

**Reporting Period:** 2019 - 2020

**Target Met:** No

**Descriptive Statistics** - Obtain and renew at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.

**Target:** Continuous improvement of tutorial services.

**Improvement:** Obtain membership of a national association through professional development offered through ONLINE workshop trainings. (07/07/2020)

Did not obtain or renew membership of a national tutoring association through professional development offered through conferences and/or workshop trainings due to minimal funding. (07/07/2020)

**Improvement Plan:** Find online workshop trainings to further update tutors and coordinators of best practices.

**2019-2020 Counseling Services**

**Outcome 2** - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2019 - 2020

**Survey** - Facilitate at least one career workshop per semester designed to introduce to students the different careers they can pursue based on their chosen majors.

**Target:** 95% positive rating in a survey administered to participants.

**Reporting Period:** 2019 - 2020

**Target Met:** Yes

On November 6, 2019 COM-FSM National campus and CTEC counseling office had their annual Career fair in front of the College of Micronesia-FSM National Campus Library.

Stakeholders from FSM Telecom (FSM TC), International Organization for Migration (IOM), Pohnpei State

Department of Health, Pohnpei State Department of Education, and Moylan's Insurance were able to participate in this year's Career Fair Day. The Career Fair provided a networking opportunity to both our college students and the external stakeholders. This event provided the students an opportunity to explore the roles of each stakeholders and the contribution they provide to the Federated State of Micronesia. Internships, job opportunities, and educational mapping were some of the information shared throughout the event. This gave students insightful information how their courses would benefit them if they were to pursue a

**Improvement:** Improve communication with agencies to better provide active participation to have a variety of career choices available to the participants. (07/07/2020)

position with the employers at the tables.

A total of 75 students participated in the event and out of the 75 participants, 32 students were from the Residence Hall and 43 students were from off campus. A survey with questionnaires was distributed to evaluate the career fair. 91% positive rating in survey administered to participants. (07/07/2020)

**Exam/Quiz - Pre-Post** - Facilitate at least one resume and interview workshop early in the semester to prepare participants for the employment process.

**Target:** Pre-and post tests, a statistically significant difference, and 95% positive rating in a survey administered to participants.

**Reporting Period:** 2019 - 2020

**Target Met:** No

No resume and interview workshop conducted. (07/07/2020)

**Improvement Plan:** Improve planning and implementation of activity.

**Improvement:** Improve planning and implementation of activity. (07/07/2020)

**Survey** - Facilitate at least one job fair activity to assist students to employment opportunities available.  
**Target:** 95% positive rating in a survey administered to participants.

**Reporting Period:** 2019 - 2020

**Target Met:** No

Career Fair was utilized to assist students to employment opportunities available in their field of studies.

Stakeholders from FSM Telecom (FSM TC), International Organization for Migration (IOM), Pohnpei State Department of Health, Pohnpei State Department of Education and Moylan's Insurance were able to participate in this year's Career Fair Day. The Career Fair provided a networking opportunity to both our college students and the external stakeholders. This event provided the students an opportunity to explore the roles of each stakeholders and the contribution they provide to the Federated State of Micronesia. Internships, job opportunities, and educational mapping were some of the information shared throughout the event. This gave students insightful information how their courses would benefit them if they were to pursue a position with the employers at the tables.

A total of 75 students participated in the event and out of the 75 participants, 32 students were from the Residence Hall and 43 students were from off campus. A survey with questionnaires was distributed to evaluate the career fair.

**Improvement:** Job Fair was combined into the Career Fair activities by having the employers share with the participants the type of employment opportunities available and how that employment opportunity relates to the participants choice of major.

Enhance collaboration with faculty and staff to encourage more student participation of the activity. (07/07/2020)



90% positive rating in survey administered to participants.  
(07/07/2020)

**2020-2021 Counseling Services Outcome 1** -- Students who utilize the tutorial services shall pass the course tutored by the end of the academic term.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2020 - 2021

**Descriptive Statistics** - Facilitate annual training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (i.e. October for fall, February for spring)  
**Target:** 85% of students who utilize the tutoring services, whether it be online or face to face will pass the course tutored.

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

The college started its online courses in summer and fall 2020 as a result of the COVID-19 pandemic. To ensure that tutoring services were not interrupted, the tutors started availing their services online through zoom. Although there was no formal training done for fall semester 2020, the tutors were getting familiar with the sudden shift of mode of delivery hands on. In the spring of 2021, the tutor coordinator invited the tutors for a semi-formal sit together to go over the challenges faced and expectations of the tutors and other concerns regarding tutoring services. Some of the concerns discussed included the difficulty the students had with online classes. With this challenge, the counselors worked with the Director for the Center of Entrepreneur to put together tutorial videos to accessing their courses online, how to convert documents, sending e-mail with attachments, etc. These tutorial videos can be found on the Counseling Services page on the college website. (09/12/2021)

**Improvement Plan:**

Tutor coordinator to work closely with tutors to enhance the quality and effectiveness of tutoring services to at-risk students.

**Related Documents:**

<http://www.comfsm.fm/?q=guidance-and-counseling>

**Descriptive Statistics** - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.  
**Target:** Encourage faculty and staff participation of annual tutor training to ensure quality and effective tutorial services.

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

As of fall 2020, the counseling services is included in the college's helpdesk to provide assistance to students in a timely manner regarding academic, disciplinary, personal, and tutorial issues. (09/02/2021)

**Improvement Plan:** Counselors will need to widely advertise to students of the counseling services helpdesk option.

**Improvement:** Counseling services being included in the college's helpdesk positively impacted the turnaround time to help students. (09/13/2021)

**Descriptive Statistics** - Continuously

**Reporting Period:** 2020 - 2021

**Improvement:** Although the

track the progress of students seeking tutorial services through SIS, Schoology, and Drop Out Detective to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.

**Target:** 85% of students seeking tutorial and counseling session will pass the courses tutored by the end of the academic term.

**Target Met:** Yes

For fall 2020 only 57 students utilized the tutoring services. Of the fifty seven students, 76% were able to pass the course tutored with the letter grades of A, B, and C. Eleven percent (11%) received the letter grade D, and 12% failed the course tutored while 1% received a W. (09/01/2021)

**Improvement Plan:** Tutor Coordinator and tutors to work closely with faculty and other college staff to enhance the quality and effectiveness of the tutoring services, and to also increase the number of at-risk students utilizing the services.

**Related Documents:**

[Fall 2020 Tutees.pdf](#)

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

For spring 2021 semester, seventy-two (72) students utilized the tutorial services. Two students were tutored in all 4 of their classes. Another student tutored in 3 of her classes while 9 others tutored in two of their classes, totaling to 88, the number of courses utilized the tutoring services. Therefore, fifty seven percent (57%) of students tutored passed their courses tutored with A, B, or C. Seven percent (7%) passed received a letter grade of D, while 13% failed and 3% received a letter W for the course(s) tutored. (09/02/2021)

**Improvement Plan:** Tutor coordinator and tutors will work closely with faculty and other staff to ensure that an increased number of at-risk students (those placed on early warning and/or mid-term deficiency list) utilize the tutoring to help them to successfully complete their courses.

**Related Documents:**

[Spring 2021 Contacts.pdf](#)

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

The counselors at the National Campus and other state campuses had a training overview of the DropOut Detective to better familiarize ourselves with the program to ensure counseling and tutoring assistance to at-risk students is provided. All counselors have access to Schoology and

target of 85% was met, there was still a low number of at-risk students utilizing the tutoring services. (09/13/2021)

**Improvement:** Although more than half of the students utilizing the tutoring services were able to successfully pass their courses tutored, the number of students utilizing the tutoring services is very low. (09/13/2021)

**Descriptive Statistics** - Formalize a referral system to ensure just-in-time response and support are given to at-risk students through the use of Drop Out Detective and Schoology.

**Target:** Continue to distribute to

**Improvement:** With the access and use of DropOut Detective and Schoology, counselors were able to identify at-risk students early for counseling and tutoring intervention. (09/13/2021)

## Administrative Unit Outcomes

### Assessment Strategies

### Results

### Improvements

tutors and faculty published informational procedures manual annually. Procedures manual includes information of expectations of tutors, tutees, referral system, etc.

**Survey** - Post one test-taking skills video designed to assist participants in developing skills necessary for success in their academic courses.  
**Target:** 85% positive ratings in satisfaction survey to be administered to participants.

DropOut Detective. (09/02/2021)

**Improvement Plan:** To ensure counseling and tutoring services to at-risk students are regularly provided, counselors will actively utilize DropOut Detective and Schoology.

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

In compliance with the social distancing guidelines, in fall 2020, the counselors and tutor worked with the Director for the Center of Entrepreneurship to put together a series of test taking tips videos to be posted on the college Youtube page for students to access. The videos include test taking strategies to help students prepare for quizzes, mid-terms, and final exams. (09/02/2021)

**Improvement Plan:** Counselors to continue to collaborate with other units to regularly provide students with test-taking and study tips to help students to successfully complete their courses.

**Related Documents:**

<https://www.youtube.com/watch?v=lvZerCa8dRU&t=2s>

**Descriptive Statistics** - Obtain and renew at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.

**Target:** Continuous improvement of tutorial services.

**Reporting Period:** 2020 - 2021

**Target Met:** No

Did not obtain or renew membership for a national tutoring association. (09/02/2021)

**Improvement Plan:** The tutoring coordinator will need to obtain a membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional developments offered through learning opportunities.

**Improvement:** None to report. (09/12/2021)

### 2020-2021 Counseling Services

**Outcome 2** - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.

**AUO Status:** Inactive

**Survey** - Provide informational video(s), to include a variety of agencies, designed to introduce to students the different careers they can pursue based on their chosen majors.

**Target:** 95% positive rating in a

**Reporting Period:** 2020 - 2021

**Target Met:** No

Due to the COVID-19 pandemic, the college was closed before spring semester 2020 ended. During this time all activities were to put on hold or be provided online. The counseling services put together a Career Fair video and posted it on the COM-FSM youtube channel for students to

**Improvement:** The counselors were able to explore other platforms as a way to reach out to the students. (09/13/2021)

**AUO Assessment Cycle:** 2020 - 2021 survey administered to participants.

access. The purpose of career fair is to introduce to students the various career opportunities under specific majors. The video received 151 views and 8 likes. (09/01/2021)

**Improvement Plan:** Counselors will regularly provide informational learning opportunities via online or in person for students that will enhance their personal and academic growth development.

**Related Documents:**

[https://www.youtube.com/results?search\\_query=College+of+Micronesia-FSM+Test+Taking+tips](https://www.youtube.com/results?search_query=College+of+Micronesia-FSM+Test+Taking+tips)

**Survey** - Design and post an informational video of effective resume writing and interview skills to prepare participants for the employment process.

**Target:** 95% positive rating in a survey administered to participants.

**Reporting Period:** 2020 - 2021

**Target Met:** No

No resume writing and interview skills information video done. (09/02/2021)

**Improvement Plan:** Counselors will regularly design conduct resume writing and interview skills workshop for students to prepare students for the employment process.

**Improvement:** None to report. (09/13/2021)

**2021-2022 EMSS CS OUTCOME 1- Quality and Effective Tutoring Services**

- Students will have access to quality and effective tutoring services to support student development and success.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2021 - 2022

**Start Date:** 10/01/2021

**Inactive Date:** 09/30/2022

**Descriptive Statistics** - Enhance annual tutor training to include online tutoring to ensure accessibility to effective tutoring services. One formal tutor training for fall semester and one informal training for spring semester.

**Target:** 90% of students that access tutoring services via online or face to face will successfully complete their course tutored.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

A formal training was conducted on October 29, 2021 where 3 out of the 4 tutors participated and expressed appreciation for the training as it gave them more insights/useful information about the tutoring services program and its expectations of them

An informal training/meeting took place on January 20, 2021 where our new tutor was briefed on the program's goal, expectations as well as her duties and responsibilities.

(05/26/2022)

**Improvement Plan:** A method of evaluation will need to be implemented to measure the outcome(s) of the trainings to provide information on areas to improve the training(s).

**Descriptive Statistics** - Strengthen collaboration with faculty and staff members to provide adequate

**Reporting Period:** 2021 - 2022

**Target Met:** No

The counselors utilized the annual faculty workshop dated

**Improvement:** An increase of number of at-risk students utilizing the tutoring services.

tutoring services to increase the number of at-risk students utilizing the tutoring services by distributing published informational tutoring procedures manual that includes information of expectations of tutors, tutees, referral systems, etc.

**Target:** At least 40% of at-risk students will utilize the tutoring services.

August 9, 2021 to strengthen collaboration with faculty by providing information of the tutoring services. During this information sharing the counselor requested/encouraged instructors to refer academically struggling/at risk students to the Counseling Office so they could meet with the tutors for help.

The counselors communicated to instructors via e-mail of those students (on island) who were placed on the mid-term deficiency list with request to send the students to the Counseling Office so they could get the help needed.

No informational tutoring procedures manual have been published, so none distributed

(05/26/2022)

**Improvement Plan:** Tutor Coordinator to publish and distribute informational tutoring procedures manual that includes information, expectations of tutors, tutees, referral systems, etc.

**Descriptive Statistics** - Regularly and actively track the progress of students seeking tutoring services through referral systems such as SIS, Schoology, and Drop Out Detective to ensure just-in-time response and support to provide additional (follow-up) tutoring and counseling sessions for at-risk students.

**Target:** 90% of students seeking tutoring and counseling services will successfully complete the courses tutored by the end of the academic term.

**Reporting Period:** 2021 - 2022

**Target Met:** No

Out of 37 students that received tutoring services in fall 2021 semester, 85% passed (45% got A, 15% got B, 15% C, 10% D) & 15% F.

In spring 2022, only 26 students received tutoring services, of these 81% passed their classes tutored in; 19% failed.

(05/26/2022)

**Improvement Plan:** Utilize Schoology and Canvas via Nuro Retention platform and/or work directly with instructors to ensure that at-risk students continue to receive the assistance needed whenever needed.

A required meeting session between tutor and tutees will be scheduled before mid term exam and final exam where the tutor will make sure the tutee understands the concepts that would be on the exams.

Modify student contact sheet to include tutees' contact

**Improvement:** Continuous access and use of DropOut Detective and Schoology, counselors were able to identify at risk students early for counseling and tutoring intervention. (07/04/2022)

information so the coordinator and tutors can easily get in touch with them.

**Descriptive Statistics** - Regularly provide test-taking and study skills activity (videos or in person workshops) designed to assist participants in developing skills necessary for success in their academic courses.

**Target:** At least 85% positive ratings in satisfactory survey.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

Two test taking skills workshops were conducted. Both workshops covered types of anxieties, study habits, and test taking strategies. Forty students participated in the workshops. A pre/post test was used to measure the outcome(s) of the workshops. It showed that there was a significant increase in the post tests from the pre-tests. (07/04/2022)

**Improvement:** An increase to post tests showed that majority of the participants were able to meet the student learning outcomes of the workshop. (07/04/2022)

**Improvement Plan:** Plan and implement test taking and study skills workshops at beginning of the semester so that students can utilize the strategies throughout the semester.

**Reporting Period:** 2021 - 2022

**Target Met:** No

There was no membership of a national tutoring association acquired during this reporting period. (05/26/2022)

**Improvement Plan:** Tutor Coordinator will need to further research the internet to acquire a membership of a national tutoring association to further update tutors and

counselors of best practices through professional development offered through conference and/or workshop trainings.

**2021-2022 EMSS CS OUTCOME 2 - Student Engagement Through Co-Curricular Programs** - Students will engage in co-curricular workshops, lectures, and programs suited to the institution's mission and contribute to the social and cultural dimensions of the educational experience of its students to enhance their personal and academic growth and development.

**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2021 - 2022  
**Start Date:** 10/01/2021  
**Inactive Date:** 09/30/2022

**Descriptive Statistics** - Provide at least two informational activities per semester to include a variety of agencies, designed to introduce to students different careers they can pursue based on their chosen majors.

**Target:** 95% positive rating in survey administered to participants.

**Reporting Period:** 2021 - 2022

**Target Met:** No

There were no career informational activities done during this reporting period. (05/24/2022)

**Improvement Plan:** Prepare, plan, and implement career and job fair activities for student participants.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

On October 11 and 15, 2021 a resume writing workshop was conducted to a total of sixty-one (61) student participants. One session was conducted via face to face

**Improvement:** By diversifying its services, the counselors were able to reach out to participants via zoom. (07/04/2022)

**Target:** 95% positive rating in survey administered to participants.

and one thru zoom. There was an 84% positive rating in the survey administered to participants.

On March 23, 2022 a resume writing workshop was conducted to twelve (12) student participants. There was a 95% positive rating in the survey administered to the participants. (05/24/2022)

**Improvement Plan:** Plan and implement an interview tips workshop to be incorporated into resume writing workshop to better prepare participants for employment.