

# Assessment: Administrative Unit Four Column



2012-2013 to 2021-2022 Annual Assessment: Financial Aid Office

## C - EMSS - Financial Aid

**Mission Statement:** COM-FSM Financial Aid Office supports the mission statement of the College and the Student Services. The primary mission of the Financial Aid Office (FAO) is to administer all financial aid programs, federal or local in compliance with applicable law and regulations and maintaining integrity, accuracy and timeliness in the delivery of financial assistance to all students admitted to COM-FSM.

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p><b>2012-2013 FAO Outcome 1</b> - Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner.</p> <p><b>AUO Status:</b> Inactive</p> <p><b>AUO Assessment Cycle:</b> 2012 - 2013</p> <p><b>Start Date:</b> 07/02/2012</p> <p><b>Inactive Date:</b> 07/01/2014</p>	<p><b>Descriptive Statistics</b> - Establish time line for all financial aid documents required for packaging award, and originate and disburse 100% of complete records as soon as the official enrollment.</p> <p><b>Target:</b> 50% of financial aid awards for eligible students by November 30, and May 31</p>	<p><b>Reporting Period:</b> 2012 - 2013</p> <p><b>Target Met:</b> Yes</p> <p>80% of eligible students during Fall 2012 semester received their financial aid awards on or before November 30, 2012. More so, 91% of eligible students during Spring 2013 semester received their financial awards on or before May 31, 2013. The established criterion for success is "50% of financial aid awards for eligible students by November 30, and May 31." Therefore, this criterion for success was successfully met. (08/08/2013)</p>	<p><b>Improvement:</b> While FAO successfully met or even exceeded its established criterion for success under this item, it acknowledges the need to further enhance the efficiency and effectiveness in the following areas of its routine operations:</p> <ol style="list-style-type: none"> <li>1. Update the FAO webpage to include links directing students to have access to standard and routine forms used by FAO in particular, and federal forms, in general. This necessitates working in close collaboration with the IT division of the College, specifically the college's Webmaster.</li> <li>2. Currently, the FAO handbook is in web format; however, it would be to the best interest of</li> </ol>

the students especially serving them valuable reference to have this hand made available preferable in a downloadable pdf document. More so, the handbook should be improved to include “quick guide” information about processes and procedures concerning financial aid; perhaps in graphical in lieu of pure text format or presentation.

3. Expand the current communication approaches of FAO to enjoin more students to participate in FAO facilitated workshops and training – more so, also targeting academic advisors and counselor as also participants to these workshops.

4. Develop and design training modules for these workshops to ascertain consistency in both content and delivery of these workshops.

5. Develop work schedules tied to definite days to ensure that the completions in the processing of all financial applications are within the established “turn-around” period.  
(09/02/2013)

**Descriptive Statistics** - Five FAO staff to provide two weeks FAFSA on-line workshop at the beginning of each semester.  
**Target:** 80% of eligible students in both semesters, Fall 2012 and Spring

**Reporting Period:** 2012 - 2013  
**Target Met:** Yes  
90% of eligible students in both semesters completed and submitted their FAFSA and all required documents in a timely manner.

**Improvement:** While FAO successfully met or even exceeded its established criterion for success under this item, it acknowledges the need to further

## Administrative Unit Outcomes

### Assessment Strategies

### Results

### Improvements

2013, are able to complete and submit their FAFSA application and all other required supporting documents in a timely manner.

The established criterion for success is “80% of eligible students in both semesters, Fall 2012 and Spring 2013, are able to complete and submit their FAFSA application and all other required supporting documents in a timely manner.” Therefore, this criterion for success was successfully met. (09/11/2013)

enhance the efficiency and effectiveness in the following areas of its routine operations:

1. Update the FAO webpage to include links directing students to have access to standard and routine forms used by FAO in particular, and federal forms, in general. This necessitates working in close collaboration with the IT division of the College, specifically the college’s Webmaster.
2. Currently, the FAO handbook is in web format; however, it would be to the best interest of the students especially serving them valuable reference to have this hand made available preferable in a downloadable pdf document. More so, the handbook should be improved to include “quick guide” information about processes and procedures concerning financial aid; perhaps in graphical in lieu of pure text format or presentation.
3. Expand the current communication approaches of FAO to enjoin more students to participate in FAO facilitated workshops and training – more so, also targeting academic advisors and counselor as also participants to these workshops.
4. Develop and design training

modules for these workshops to ascertain consistency in both content and delivery of these workshops.

5. Develop work schedules tied to definite days to ensure that the completions in the processing of all financial applications are within the established "turn-around" period. (09/11/2013)

**Descriptive Statistics** - Update Financial Aid Handbook and all financial aid forms as early and May.  
**Target:** 100% completion of products, e.g., FAO handbook, and all forms

**Reporting Period:** 2012 - 2013

**Target Met:** No

The Fall 2013 issue of the FAO Handbook was published on July 22, 2013. Copies of this handbook were issued or distributed to students and offices serving as valuable references on matters related to financial aid. More, the electronic version of this handbook is currently accessible via the FAO's webpage, <http://www.comfsm.fm/?q=financial-aid>.

While FAO forms are available to students in paper or hardcopy formats, they are currently not accessible in e-format (say, portable document format) from the FAO's webpage.

With reference to the established target, FAO is yet to met the criterion for success under this item. (09/11/2013)

**Improvement:** Based on the results of the assessment and the inventory of the target products, FAO shall take the following action steps geared to further improving the effectiveness and efficiency of all its routine operations:

1. Collaborate with the college's IT division especially the web master to ensure that all information in the FAO's webpage are routinely updated especially if there are changes to or amendments to federal policies governing financial aid program.
2. Collaborate with the college's IT division especially the web master to redesigning the FAO's webpage to ensure its utmost reader's friendliness by introducing some graphical user's interfaces (GUIs) for increased readability and accessibility.
3. Collaborate with college's IT

division especially the web master to update the FAO's webpage especially creating a link for all FAO forms including federal FA forms preferably downloadable in portable document format (pdf).

4. Acquire application software to convert all forms into non-static but interactive portable document formats thereby giving more accessibility and user's friendliness. (09/11/2013)

**Descriptive Statistics** - • Providing and updating students files to be available for both students and advisors in all aspects of available services in Records, Financial Aid, Counseling and Tutorial, Health, Student Life Sports and Activities.

- Providing assistance and counseling to students and parents about critical information of the College of Micronesia-FSM.

**Target:** Conducted 5 Financial Aid Policies and refresher information Workshops (multiple sessions)  
Conducted 1 Financial Aid Policies and refresher information Workshops (multiple sessions)  
Conducted 3 Work-study Policies and Guidelines Workshop (multiple sessions)  
Conducted 1 Renewal Workshop (multiple sessions) in spring  
Participated in pre fall orientation informational and counseling sessions  
Collected, Certified and Transferred

650 Student Aid Reports

**Notes:** Participated in standing committees and ad hoc committees Assisted SSC with daily/monthly/annual budget documents for student services operations.

**2012-2013 FAO Outcome 2** - Enrolling students shall exhibit awareness of their financial aid status and to take appropriate steps during registration.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2012 - 2013

**Start Date:** 07/02/2012

**Inactive Date:** 07/02/2013

**Descriptive Statistics** - 1. Review and complete Satisfactory Academic Progress of sixty percent (60%) students who are on last warning before beginning regular registration.  
2. Provide financial aid workshop on Satisfactory Academic Progress Policy during orientation to all incoming freshman students and at the beginning of each semester to all students.  
3. Update Financial Aid brochure before beginning of every school year.

**Target:** 1. One hundred percent (100%) of Good Standing students enrolled are able to charge for textbooks (Service Area Outcome)  
2. Eighty percent (80%) positive rating in a survey administered by FAO to a sample of students (Service Area Outcome)  
3. One hundred percent (100%) of new incoming freshmen received an updated Financial Aid brochure during Fall 2012 orientation (Service Area Outcome).

**Reporting Period:** 2012 - 2013

**Target Met:** Yes

1. 100% of Good Standing students enrolled were able to charge for textbooks.
2. 100% of enrolling students received Financial Aid counseling and their Financial Aid Status slips during registration.
3. 100% of incoming freshmen who attended the Financial Aid Presentation during orientation at the beginning of Fall 2012 semester were provided with an updated Financial Aid brochure. (08/08/2013)

**Improvement:** Even though the targets were successfully met, Financial Aid Office now needs to establish how to improve ways to convey Financial Aid Status slips before charging textbooks. Several students still do not have their slips before requesting to charge especially those who did early registration. A special time needs to be allocated for issuing of Financial Aid status slip for those who early register. More so, some incoming freshmen did not make it to attend the orientation and thus, did not receive an updated brochure. Extra brochures and other financial aid forms should also be made readily available and accessible over the counter of Financial Aid Office for students. (09/02/2013)

**2012-2013 FAO Outcome 3** - Students will exhibit increased knowledge and awareness of the Federal Financial Aid programs including the Supplemental Education Grant (SEG) program.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2012 - 2013

**Start Date:** 07/02/2012

**Inactive Date:** 07/02/2013

**2013-2014 FAO Outcome 1** - Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2013 - 2014

**Start Date:** 07/02/2013

**Inactive Date:** 10/02/2014

**Reporting Period:** 2013 - 2014

**Target Met:** NO

A satisfaction survey was conducted to a non probability sample of students during the spring semester of 2013-2014 school year. The total number of students who successfully filled out and completed the survey was only 34. From the results taken from page 10 of the survey, the 34 survey respondents indicated that less than 80% of students who received financial aid services were satisfied with the services provided. (06/28/2014)

**Related Documents:**

[FAO Services Satisfaction Survey.pdf](#)

[FINANCIAL AID OFFICE \(FAO\) - Student Satisfaction](#)

[Survey.pdf](#)

**Improvement:** Although the survey indicated that Financial Aid Office did not meet its target, the first issue to deal with will be to increase the participation and increase the sample size. The 34 respondents for Spring 2014 semester does not sufficiently represent the entire student population who were utilizing financial aid services for both Spring 2014 semester and the whole 2013-2014 school year. It is recommended that the survey and sampling method should be improved for the next reporting year. (07/11/2014)

**Reporting Period:** 2013 - 2014

**Target Met:** NO

Less than 100% of eligible students received award before the end of each semester as evident from disbursing of several students' awards after the ends of Fall 2013 and Spring 2014 semesters. This was due to late submission of required documents by students as well as late in filling out of FAFSA. (07/18/2014)

**Improvement:** Financial Aid Office will seek ways to better encourage students to complete and submit FAFSA early to ensure early correction and early pell grant award processing. Financial Aid Office has planned to establish deadline for students to submit required documents. This will allow time for Financial Aid staff to gather, review and process

records on a timely manner as well as entertaining early submission of required documents. (08/14/2014)

**Descriptive Statistics** - Provide Financial Aid Counseling to at risk students.  
**Target:** 100% of students on deficiency list will be notified of financial aid status and action steps to take to maintain financial aid eligibility.

**Reporting Period:** 2013 - 2014  
**Target Met:** Yes  
100% of enrolling students received Financial Aid counseling and their Financial Aid Status slips during registration. This was done as Step 3 of the registration process during both early and regular registration and unless all the steps were completed during the registration process, a student cannot register. (07/18/2014)

**Descriptive Statistics** - Provide easy access to all required financial aid forms and information.  
**Target:** All financial aid and scholarship forms will be displayed and easily picked up on the financial aid office counter.

**Improvement:** Move towards continuity. (09/19/2014)

**Related Documents:**  
[Financial Aid March 2014 Monthly Report](#)

**Reporting Period:** 2013 - 2014  
**Target Met:** Yes  
Starting from beginning of Spring 2014 semester, Financial Aid Office started displaying financial aid forms at the counter for easy access to students. It is evident from the log in sheets provided every month that students were easily picking up financial aid forms on demand. See page 4 of the sample monthly report provided as well as other related documents provided indicating that financial aid forms were displayed and easily picked up by students. (07/18/2014)

**Related Documents:**  
[Financial Aid March 2014 Monthly Report](#)  
[Financial Aid Forms](#)  
[Sample Log in sheet](#)

**2013-2014 FAO Outcome 3** - The department will remain in compliance in its annual audit.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2013 - 2014  
**Start Date:** 07/02/2013  
**Inactive Date:** 10/02/2014

**Internship/Supervisor Evaluation** - Ensure one or two financial aid staff will attend annual conferences and trainings for Financial Aid Administrators.  
**Target:** All Financial Aid staff will be able to explain financial aid regulations that affect students and school eligibility for Title IV funds.

**Reporting Period:** 2013 - 2014  
**Target Met:** Yes  
One financial aid staff attended Pacific Financial Aid Administrators (PacFAA) conference in March 2014. Federal updates and new information were obtained from the conference. (07/18/2014)  
**Related Documents:**  
[2014 PacFAA Trip report](#)

**Improvement:** Tetaake Yee Ting who attended the 2014 PacFAA is still yet to provide a presentation on what was learned during the conference. A powerpoint presentation based on the PacFAA conference is almost at its completion and will be soon shared and distributed to all Financial Aid and Student Services



staff members across all campuses. (07/28/2014)

**Internal Audit/Report** - Ensure the College meets regulatory requirements necessary to participate in federal and state programs

**Target:** 100% of student records will be well documented for annual auditing.

**Reporting Period:** 2013 - 2014

**Target Met:** No

Financial Aid office staff are in the process of reviewing 100% of student records and verifying all required documents for annual auditing. From the 2012-2013 audit report, there were slight and minor discrepancies with the names spelling and typing errors on birth certificates. (07/18/2014)

**Related Documents:**

[Document Review](#)

**Improvement:** To prevent further discrepancies in the future for auditing purposes, there in progress Financial Aid office staff are in the process of reviewing 100% of student records and verifying all required documents for annual auditing. Financial Aid will also need to create electronic filing system for documents and ensure all incoming documents be thoroughly reviewed by assigned staff. The assigned staff will have the sole responsibility to check all spelling and dates on all submitted documents. The documents will be scanned and stored in an electronic filing system for easy retrieval in the future. (07/02/2014)

**2013-2014 FAO Outcome 2** - New incoming students will demonstrate financial aid literacy.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2013 - 2014

**Start Date:** 07/02/2013

**Inactive Date:** 10/02/2014

**Descriptive Statistics** - Inform students of up-to-date financial aid resources as well as the policies and processes necessary to obtain them.

**Target:** 80% of incoming freshmen students demonstrated acquired knowledge of Satisfactory Academic Progress (SAP) Review Policies.

**Reporting Period:** 2013 - 2014

**Target Met:** No

100% of incoming freshmen who attended the Financial Aid Presentation during orientation at the beginning of Fall 2013 semester were provided with an updated Financial Aid brochure. However, less than 80% of those attended the Fall 2013 Freshmen Orientation presentation showed demonstrated acquired knowledge of SAP review policies. See result summary provided on SAP Knowledge. (07/18/2014)

**Related Documents:**

[Fall 2013 Freshmen Orientation](#)

**Improvement:** Even though it was evident that incoming freshmen students did demonstrate some acquired knowledge of the SAP review policies by comparing the results from the Pre and Post tests conducted, the total score shows that it did not reach the targeted 80%. When looking at the SAP Knowledge correct result for both tests, the Post test scores for the SAP Knowledge was only 73.6%. It is recommended that the method of delivery be improved for future orientations so that students will be able to comprehend well what

is being presented. (07/28/2014)

**Exam/Quiz - Pre-Post** - Financial Aid workshops on the Satisfactory Academic Progress (SAP) Review will be conducted at the beginning of each semester to enrolling students. **Target:** 80% of those attended the workshops will demonstrate correct knowledge based on their scores in the quiz provided in those workshops.

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

A short quiz was conducted (pre & post test) to the students who attended an orientation workshop during Fall 2013 freshmen orientation. The test consisted of several statements categorized into four main areas such as 1. Financial Aid Office (FAO) Terminologies 2. Financial Aid (FA) Knowledge 3. Satisfactory Academic Progress (SAP) Knowledge and 4. Supplemental Education Grant Work-Study (SEG WS) Knowledge. The pre-post test scores showed more than 80% of those attended the workshops demonstrated acquired knowledge based on their scores in the quizzes provided before and after workshop. See provided quiz and result summary. (07/18/2014)

**Related Documents:**

- [Fall 2013 Freshmen Orientation](#)
- [Fall 2013 Freshmen Orientation Quiz](#)
- [Fall 2103 Orientation](#)

**Descriptive Statistics** - Online FAFSA workshop to be conducted at the beginning of Fall semester.

**Target:** 60% reduction in correction at the end of the school year.

**Reporting Period:** 2013 - 2014

**Target Met:** No

No online FAFSA workshop was conducted. Most students were able to fill out FAFSA online independently using library computers and their own laptops. However, Financial Aid provided one-on-one hands on instructions for those students who needed direct guidance on filling out the online FAFSA. This was recorded on the log in sheet as application for FAFSA (see related sample of Log in Sheet provided). In observing the number of corrections during the processing of awards, there has not been a reduction in the corrections. Most of the corrections were on inconsistencies in names given on the FAFSA against birth certificates submitted which included spelling differences, birth dates and birth years typing errors, addition of middle initials and the use of a spouse's last name. (07/18/2014)

**Related Documents:**

- [2014 PacFAA Trip report](#)
- [Sample Log in sheet](#)

**Improvement:** Financial Aid will seek to collect and review all completed FAFSA forms from High school applicants. Financial Aid office will be reviewing the FAFSA applications and will be responsible for mailing the applications. (07/02/2014)

**Survey** - Financial Aid Handbook to be updated on the College's website in a fashion comprehending to the reading style of students we have.

**Target:** At least 50% of student who access the financial aid handbook through the College's website are satisfied with how the information is presented.

**2013-2014 FAO Outcome 4** - Ensure eligible students are able to utilize the SEG Work-Study Program.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2013 - 2014

**Start Date:** 07/02/2013

**Inactive Date:** 10/02/2014

**Exam/Quiz - Pre-Post** - Conduct SEG work-study workshops at at the beginning of each semester on policies, regulations and procedures of the SEG Work-Study program

**Target:** 80% of eligible students will gain knowledge about the Work-Study program and its procedures.

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

From the quiz (pre and post tests) conducted during the work-study workshops during Fall 2013 and Spring 2014 semesters, the scores demonstrated that more than 80% of eligible students who attended the workshops gained knowledge about the work-study program and its procedures. The quiz consisted of ten true and false statements which were categorized into four categories; 1. Policies and Regulations 2. Goals and objectives 3. Procedures and 4. Criteria, requirements and eligibility. In both workshops, more than 80% demonstrated their gained knowledge of the work-study program and its procedures as evident from the post-tests in both semesters. See quiz and result summary provided. (06/27/2014)

**Related Documents:**

[2013-2014 Work-Study Workshop Assessment](#)

[2013-2014 Work-Study Workshop Assessment](#)

**Descriptive Statistics** - Ensure students follow instructions and apply them on basic working practices and proper conduct.

**Target:** 80% of students on work-study will be exposed to working experience relating to their field of studies and/or develop work ethics in regards to punctuality, responsibility and ability to carry out and complete assigned tasks.

**Reporting Period:** 2013 - 2014

**Target Met:** Yes

According to the work-study payroll list, less than 80% of students on work-study were managed to be placed at areas relating to their field of studies. However, in observing how time sheets were submitted and completed more than 80% students did learn how to fill out time sheets correctly and managed to correctly add up their working hours. There were very few late time sheets submitted with corrections needed. (06/28/2014)

**Improvement:** Even though the target is met on developing the work skills and ethics of students, Financial Aid office will continue to seek and solicit more worksites to accommodate the needs for work-study students to work at worksites relating to their field of studies. (07/20/2014)

**2014-2015 FAO Outcome 1** - Students will articulate that they are satisfied or very satisfied with the service they receive from Financial Aid Office

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2014 - 2015

**Start Date:** 07/02/2014

**Inactive Date:** 07/02/2015

**Survey** - Interact with students with compassion, care and professionalism.

**Target:** Eighty percent (80%) of students who receive financial aid services are satisfied with the services provided by Financial Aid Office.

**Notes:** Financial Aid Office will aim to increase the students' participation in the assessment to increase the sample size and to start carrying out the survey throughout the semesters.

**Reporting Period:** 2014 - 2015

**Target Met:** No

A satisfaction survey was conducted to a non-probability sample of students during the spring semester of 2014-2015 school year. The total number of students who successfully filled out and completed the survey was 34. Based on question nine of the survey regarding services provided by FAO, the results from the 34 survey respondents indicated that a total of 64.7% of students who received financial aid services perceived that they were satisfied with the services provided by FAO. (07/01/2015)

**Related Documents:**  
[Satisfaction Survey](#)

**Improvement:** There is a big need to improve on areas of outreach for students' active participation in completing the surveys. The total number of students that completed the survey was not a reliable representation for the entire student population of the College. Financial Aid office will be actively and aggressively reach out to students in AY2015-2016. (07/02/2015)

**Descriptive Statistics** - Ensure that processing of awards is performed on a timely manner.

**Target:** 90% of eligible students received award before the end of each semester.

**Notes:** As formulated from 2013-2014 Improvement plan, Financial Aid Office will seek ways to better encourage students to complete and submit FAFSA early to ensure early correction and early pell grant award processing. Financial Aid Office has planned to establish deadline for students to submit required documents. This will allow time for Financial Aid staff to gather, review and process records on a timely manner as well as entertaining early submission of required documents.

**Descriptive Statistics** - Provide Financial Aid Counseling to at risk students.

**Target:** 90% of students on

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

Based on Pell transfers in SIS one hundred percent (100%) of eligible students who submitted required documents were awarded before the end of fall and spring semester. The percentage of processed awards per enrollment in fall 2014 semester was 90%, in spring 2015 semester was 90% and in summer 2015 was 37%. Those that were not processed during fall and spring semesters did not submit required documents on time while those who were not awarded in summer were those who had already utilized 100% of their Pell grant for the entire 2014-2015 school year. (07/02/2015)

**Related Documents:**  
[2014-2015 Pell Summary](#)

**Improvement:** Even though the target was met for eligible students who submitted required documents, Financial Aid Office now needs to make plans on proactive approach to deal with students who are keen on submitting documents late. An early notification to these students may be appropriate. (07/02/2015)

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

With the help of SIS, FAO managed to provide financial aid counseling and advice to 100% of at risk students. During

**Improvement:** The notification of financial aid status and eligible may be further improved by including it in the student's portal

## Administrative Unit Outcomes

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deficiency list will be notified of financial aid status and action steps to take to maintain financial aid eligibility.

**Descriptive Statistics** - Provide easy access to all required financial aid forms and information.  
**Target:** All financial aid and scholarship forms will be easily accessed both physically over the financial aid office counter and electronically on the college's website.

**2014-2015 FAO Outcome 2** - New incoming freshmen students will demonstrate knowledge of available financial aid services.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2014 - 2015  
**Start Date:** 07/02/2014  
**Inactive Date:** 07/02/2015

**Descriptive Statistics** - Inform students of up-to-date financial aid resources as well as the policies and processes necessary to obtain them.  
**Target:** 80% of enrolled students were informed of any federal updates regarding relating to Pell grant policies and regulations.  
**Notes:** This is very crucial part responsibility of financial aid office since federal updates is ongoing and the College needs to be aware of these updates.

early registration, students were provided with financial aid advising and counseling regarding their status. Students were notified of the implication if they did not make SAP at the end of fall and spring semesters. (07/02/2015)

**Reporting Period:** 2014 - 2015  
**Target Met:** Yes  
 All regular financial aid forms required for easy access were provided at the counter. (07/02/2015)

**Related Documents:**  
[Financial Aid Forms](#)

of MyShark account. This way, students may be informed before hand their financial aid status allowing early planning in the students' part. (07/02/2015)

**Improvement:** There is a need to reach out for students who did not get access to federal updates. As such, there were still several continuing students who decided to fill out FAFSA online but were not aware of the new update, therefore, creating duplicate records with different pseudo numbers. There is no way to control online FAFSA application but Financial aid may plan to seek ways to reach out to share any federal updates via the use of media, radio announcements, internet social media. (07/02/2015)

**Reporting Period:** 2014 - 2015  
**Target Met:** Yes  
 Financial Aid Office with the assistance of Development and Community Relations Office (DCR) regularly informs students on up-to-date financial aid requirements, policies and regulations by ways of publishing announcements on the College's newsfeed, posting up announcement around campus, emailing to students, and to financial aid staff at the states campuses.  
 Federal update for 2014-2015 was that continuing students who were assigned pseudo numbers should use the same assigned numbers whenever they apply for FAFSA. Based on EDExpress software more than 80% continuing students using pseudo numbers were advised to use their assigned numbers and had already started using their assigned pseudo numbers when applying for FAFSA. (07/02/2015)

**Exam/Quiz - Pre-Post** - A total of two Financial Aid workshops on the Satisfactory Academic Progress (SAP) Review will be conducted at the beginning of each semester to enrolling students.

**Reporting Period:** 2014 - 2015  
**Target Met:** Yes  
 A workshop presentation was conducted during Fall orientation to incoming freshman students on Satisfactory Academic Progress (SAP) review. Based on the scores from taking the pre and post-tests, 90% of those who completed

**Improvement:** Even though the target was met there was only one workshop on Satisfactory Academic Progress (SAP) review. There was no workshop conducted at the beginning of

**Target:** 80% of those attended the workshops will demonstrate correct knowledge based on their scores in the quiz provided in those workshops.

the pre and post-tests demonstrated improved knowledge on SAP review.  
No workshop conducted in Spring. (07/02/2015)

**Related Documents:**

[Orientation Quiz](#)  
[FAO 101](#)

**Descriptive Statistics** - Online FAFSA workshop to be conducted at the beginning of fall semester.

**Target:** Sixty percent (60%) reduction in correction at the end of the 2014-2015 school year.

**Notes:** After FAFSA has been submitted by students to USDOE, Student Aid Reports (SAR) are often returned to students with comments whether there is correction for FAFSA submitted or not. Many of the returned SARs commented on submitted FAFSAs with missing signature pages.

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

No Online FAFSA workshop was conducted at the beginning of Fall 2014 but students were assisted throughout the Fall semester in filling out FAFSA online with computers that were made available for students' use at Financial Aid office counter.

Based on the origination and disbursement for 2014-2015, more than 80% of records did not require correction and were able to receive Pell awards on a timely manner. (07/02/2015)

**Related Documents:**

[FAFSA Online](#)

Spring semester. Financial Aid will seek to find available slot during spring semesters to conduct workshops on SAP for those who did not attend fall semester. (07/02/2015)

**Improvement:** The majority of the corrections made were related to missing signature pages. Most of these came from FAFSA submitted online not from financial aid office computers but from computers elsewhere especially, at the library and computer labs. Most browsers at those computers do not allow popup windows, therefore, preventing students from printing signature pages. To minimize this issue, Financial Aid Office should work closely with staff of these computer labs and the library to assist students in printing their signature pages. (07/02/2015)

**Survey** - Financial Aid Student Handbook to be updated on the College's website in a fashion comprehending to the reading style of students we have.

**Target:** At least 50% of student who access the financial aid handbook through the College's website are satisfied with how the information is presented.

**Notes:** A web format handbook for financial aid was developed using publisher. However, there were difficulties with graphics used that

**Reporting Period:** 2014 - 2015

**Target Met:** No

A web format of the Financial Aid Student Handbook was prepared before the end of Spring 2015 for upload onto the College's website. However, it was not made available on the website due to some technical difficulties relating with graphics used. The Handbook was then reproduced and was to be made available by Fall 2015. (07/02/2015)

**Improvement:** Financial Aid will be uploading for the first time the 2015-2016 Student Financial Aid Handbook for easy access and free download by the beginning of Fall 2015. (07/02/2015)

**Follow-Up:** Financial Aid Office managed to upload the Student Financial Aid Handbook on the College's website before the beginning of Fall 2015. (08/04/2015)



were not compatible with the web system. The handbook was reproduced and submitted as a pdf file.

**2014-2015 FAO Outcome 3** - Financial aid staff are equipped with updated information and skills to better serve students.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2014 - 2015  
**Start Date:** 07/02/2014  
**Inactive Date:** 07/02/2015

**Internship/Supervisor Evaluation -**  
 Ensure one or two financial aid staff will attend annual conferences and trainings for Financial Aid Administrators.  
**Target:** All Financial Aid staff will be able to explain financial aid regulations that affect students and school eligibility for Title IV funds.  
**Notes:** It is expected that those who attended any trainings or conferences will come back and share the update information to the rest of financial aid staff including the state campuses.

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

One staff from financial aid office attended the Pacific Financial Aid Administrators (PacFAA) conference in March, 2014 and one more staff attended the same PacFAA conference in March, 2015. (07/02/2015)

**Improvement:** Even though one staff attended the conference, it is more productive and efficient if two staff attended the conference at once because the sessions at the conference were held concurrently. When two staff attend the conference the two can make plans to divide and choose among themselves which session to attend. This way, the two attendees may be able to learn most of appropriate topics to be covered during the conference and leaves an opportunity for enough information sharing to the rest of financial aid staff. (07/02/2015)

**Internal Audit/Report -** Ensure the College meets regulatory requirements necessary to participate in federal and state programs

**Target:** 100% of student records will be well documented for annual auditing.

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

100% of student records updated and documented. Based on the audit report made available to the College, Financial Aid records were in compliance. However, with a minor issue on two spelling errors of student names it is recommended that Financial Aid should look further into ways of avoiding these errors completely. (07/02/2015)

**Improvement:** Financial Aid must work closely with OARR and High Schools regarding inconsistencies of name spellings. It is very common in Micronesia to have inconsistencies with documented spelling of names. However, maintain compliance with federal requirements and standards these minor inconsistencies of name spellings must be avoided at all cost. (07/02/2015)

**2014- 2015 FAO Outcome 4** - Ensure eligible students are able to utilize the SEG Work- Study Program.

**Exam/Quiz - Pre-Post** - Conduct SEG work-study workshops at the beginning of each semester on

**Reporting Period:** 2014 - 2015

**Target Met:** Yes

At the beginning of Fall 2014, a workshop was conducted on

**Improvement:** Even though target is met there is a need to improve on the assessment tools by

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**AUO Status:** Inactive

**AUO Assessment Cycle:** 2014 - 2015

**Start Date:** 07/02/2014

**Inactive Date:** 07/02/2015

policies, regulations and procedures of the SEG Work-Study program  
**Target:** Eighty percent (80%) of eligible students will gain knowledge about the Work-Study program and its procedures.

the work-study program and its procedures. From those who attended the workshop, 139 completed the pre and post-tests. Based on the scores, 96% demonstrated gaining knowledge from the workshop by scoring at least 8 out of 10 correct answers in the post-test.

At the beginning of Spring 2015, another workshop was conducted on the work-the study program and its procedures. From those who attended the workshop, 220 completed the pre and post-tests. Based on the scores, 95.9% demonstrated gaining knowledge from the workshop by scoring at least 8 out of 10 correct answers in the post-test.

(07/02/2015)

#### Related Documents:

[Pre&Post Test](#)

#### Descriptive Statistics - Ensure

students are placed to work at work sites relating to their field of studies and are able to follow instructions and apply them on basic working practices and proper conduct.

**Target:** Eighty percent (80%) of students on work-study will be exposed to working experience relating to their field of studies and/or are able to follow instruction or develop work ethics with regards to punctuality, responsibility and ability to carry out and complete assigned tasks.

**Notes:** Based on the 2013-2014 improvement plan, Financial Aid office will continue to seek and solicit more work sites to accommodate the needs for work-study students to work at work sites relating to their field of studies.

**Reporting Period:** 2014 - 2015

**Target Met:** No

Based on the 2014-2015 work-study payroll database less than 80% were exposed to working experience relating to their field of studies. Firstly, this was due to the limited work-sites available and secondly, students themselves opted to learn and explore different and variety of skills and opportunities.

In Spring 2015, a training session was conducted to selected work-study students who were found to not being able to fill out their timesheets correctly. After the training session, 100 % of students attended the training on timesheet were able to fill out their timesheets correctly as observed during payroll processing of timesheets.  
(07/02/2015)

redesigning the pre and post-test questions into a knowledge based format instead of true and false format.

This new format is to be applied in AY2015-2016.  
(08/04/2015)

**Improvement:** The Work-Study coordinator will continue to solicit for more work sites that can be potential places for Work-study students. Carry out survey of work places and offices around the island by the end of fall 2015. By spring semester there should be increase of work places relating to students field of studies.  
(07/02/2015)

**2015-2016 FAO Outcome 1 - To**

**Survey - To support student success,**

**Reporting Period:** 2015 - 2016

**Improvement:** Even though target



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provide services capitalizing on students success as measured by students articulating that they are satisfied or very satisfied with the services they receive from Financial Aid Office

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2015 - 2016

**Start Date:** 07/02/2015

financial aid staff will interact with students with compassion, care and professionalism.

**Target:** 80% of students who receive financial aid services are satisfied with the overall services provided by Financial Aid Office.

**Notes:** To be assessed by the end of November 30 and May 31.

**Target Met:** Yes

A satisfaction survey was conducted to a non-probability random sample of students at National campus who attended both semesters in Fall 2015 and Spring 2016. The total number of students who successfully filled out and completed the survey was 100. The results from the 100 survey respondents indicated that a total of 84% of students who received financial aid services perceived that they were satisfied with the services provided by FAO. (07/18/2016)

#### Related Documents:

[2015-2016 Satisfaction Survey](#)

**Descriptive Statistics** - Ensure that processing of awards is performed on a timely manner to ensure equitable access to financial assistance.

**Target:** 100% of eligible students for 2015-2016 received Pell grant award by August 2016.

**Notes:** Awards to be processed by August 2016

**Reporting Period:** 2015 - 2016

**Target Met:** No

Based on Pell transfers in SIS 100% of eligible students who submitted required documents were awarded before the end of Fall and Spring semester. However, the percentage of processed awards per enrollment in Fall 2015 semester was 88.9%, and in Spring 2016 semester was 91.6%. Those that were not processed during Fall and Spring semesters included those who were not eligible for Pell as well as those who were eligible but fail to submit required documents on time. On average for the two semesters, 90% of students enrolled were awarded Pell Grant for the 2015-2016 school year. Therefore, not all eligible students received Pell Grant award. (07/18/2016)

#### Related Documents:

[FAO Monthly Report](#)

was met, the number of respondent is too small to represent the entire student population. FAO needs to make strategic plans and effort to increase the number of respondents to have a better representation of the entire student population. To increase participation in surveys, surveys can be given out during early registration period and make it a mandatory step during early registration periods. (07/18/2016)

**Improvement:** The target is to be set to a more realistic and achievable level of 90%.

Deadline dates is to be set to all state campuses to ensure that submission of required documents for processing of Pell awards is done in a timely manner.

Disbursement of awards in batches will be done on set of given dates to allow timely submission of required documents. As such, in Fall semesters, disbursement of Pell awards will be done every end on the month until November 30. In Spring semesters, disbursement of Pell awards will be done every end of the month until May 31. (07/18/2016)

**Presentation/Performance** - Provide

easy access to all required financial aid forms and information to ensure

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

All regular financial aid forms required for easy access were

**Improvement:** More forms are to be added to provide equitable access to students who are not in

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continuous quality improvement.  
**Target:** All financial aid and scholarship forms will be easily accessed either physically over the counter and/or electronically on the college's website.

**Notes:** By October 31, 2015

**Presentation/Performance -**  
Financial Aid staff will collaborate with faculty to promote academic advising in terms of financial aid to at risk students.

**Target:** Financial aid will organize training to faculty at the beginning of the school year

**Notes:** During faculty workshop in August 2015.

provided at the counter and electronically on the website. (07/18/2016)

**Related Documents:**  
[Financial Aid Forms](#)

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

Financial Aid provided workshop on Satisfactory Academic Progress Policy to faculty during the staff development for faculty in March 2016. At the end of the workshop a short quiz was given. 35 attendees completed the quiz. Out of the 35 who completed and submitted the quiz, 25 managed to score at least 75% in the quiz, a passing score for this quiz. (07/18/2016)

**Related Documents:**

[FAO SAP Quiz Results](#)

**Improvement:** Even though there was a workshop provided to the faculty on SAP review policy, once a year deem insufficient to facilitate better advising for students. The same workshop needs to be conducted twice a year at the beginning of both Fall and Spring semesters. This will ensure that new incoming faculty members will also get an opportunity to receive financial aid training. (07/18/2016)

**2015-2016 FAO Outcome 2 -** To promote or foster student success as measured by new incoming freshmen students demonstrating knowledge of available financial aid services

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2015 - 2016

**Start Date:** 07/02/2015

**Survey -** One presentation on financial aid services, policies, and procedures to be conducted for incoming freshmen in August 2015.

**Target:** 80% of incoming freshmen during orientation demonstrated learned knowledge of financial aid services, policies, and procedures.

**Notes:** August, 2015

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

Presentation of the financial aid services and satisfactory academic progress review policy was conducted during the Fall 2015 freshmen orientation. 94 of the freshmen students completed the survey regarding the presentation. From the perception of these 94 incoming freshmen, 80% provided their perception that they were satisfied and had gained knowledge about financial aid services and policies. (07/18/2016)

**Related Documents:**

[FAO 101 Syllabus](#)

[FAO Fall 2015 Orientation](#)

[FAO Orientation Presentation](#)

**Survey -** With emphasis on measures of student success, a total of two financial aid workshops on the

**Reporting Period:** 2015 - 2016

**Target Met:** Yes

A presentation on Satisfactory Academic Progress (SAP)

**Improvement:** The Fall 2015 orientation was set up and organized in a such a way that it is more practical to do a survey rather conducting a more reliable assessment method like pre and post tests/quizzes to a closed group. If the upcoming Fall 2016 orientation can be organized into smaller groups to allow for pre and post tests, a more reliable result could be achieved. (07/18/2016)

**Improvement:** There is a need to give the same presentation on SAP policy in both semesters.

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Satisfactory Academic Progress (SAP) review will be conducted at the beginning of each semester to enrolling students.

**Target:** 80% of those attended the workshops will testify that they had gained knowledge on Satisfactory Academic Progress policy.

policy was provided to students at the beginning of Spring 2016 semester. A total of 249 managed to complete the survey provided at the end of the session. 239 or 96% of these students shared in their survey that they had gained knowledge about the satisfactory academic progress policy. (07/18/2016)

**Related Documents:**

[FAO SAP Survey Results](#)

Beginning of both Fall and Spring semester will be ideal as to provide chances for incoming new and returning students to be aware of such policies or updates. Plans:

First week of instruction in Fall 2016 (during pre-application for work-study).

First week of instruction in Spring 2017 (during pre-application for work-study)

Justification:

It has been through practical experience by FAO staff that participation rate in the workshops can be relatively raised by using work-study as a lure for participation. (07/18/2016)

**2015-2016 FAO Outcome 3** - To promote or foster student success as measured by eligible students being able to correctly complete FAFSA application.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2015 - 2016

**Start Date:** 07/02/2015

**Descriptive Statistics** - Individual hands on online FAFSA sessions to eligible students and review of all paper FAFSA applications from high school seniors to ensure continuous quality improvement.

**Target:** 60% reduction in correction at the end of the school year.

**Notes:** By August, 2016

**Reporting Period:** 2015 - 2016

**Target Met:** No

An annual outreach activity which is FAFSA filling session was carried out to all public and private high schools around Pohnpei. The main purpose of the activity was to assist high school seniors who were potential college freshmen in filling out their FAFSA. Another purpose is to help reduce the number of corrections during processing of Pell awards by 60%. From professional observation during processing of awards, the number of corrections was not reduced and resulted in the delaying of Pell awards during Fall 2015. (07/18/2016)

**Improvement:** One confusion that needs to be addressed is the misunderstanding that FAFSA 2016-2017 filled out at the high school will cover summer 2016. FAO staff needs to make it clear to the high school seniors through the high school counselors and school principals that for those who wish to enroll in summer will have to fill out FAFSA for the current year as summer is included as the last part of each school year.

FAO will be taking further steps in improving such loop by providing direct assistance and inputting of FAFSA through Financial Aid Administrators (FAA) across online

during summer sessions  
(07/18/2016)

**2015-2016 FAO Outcome 4** - To promote or foster student success as measured by the accountability of the SEG Work-Study program to ensure eligible students are able to utilize the SEG Work-Study Program.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2015 - 2016  
**Start Date:** 07/02/2015

**Exam/Quiz - Pre-Post** - Conduct SEG Work-Study workshops at the beginning of each semester on policies, regulations, and procedures of the SEG Work-Study program to emphasize accountability.  
**Target:** 80% of eligible students will gain knowledge about the work-study program and its procedures.  
**Notes:** August, 2015 and January, 2015

**Reporting Period:** 2015 - 2016

**Target Met:** No

Two work-study workshops were conducted to work-study students at the beginning of Fall 2015 and Spring 2016. During the workshops, the students were introduced to the policies, regulations and procedures of the Work-Study Program. Those who attended were given pre and post-tests to test and compare their knowledge gained from the attending the workshop. With a passing score of 86%, both results from the two workshops illustrated that less than 80% of those who participated in both the workshops scored the passing score. Therefore, it can be inferred that not 80% gained knowledge about the work-study program and its procedures. (07/18/2016)

**Related Documents:**

[Work-Study Workshop Results](#)

[Work-Study Workshop Results](#)

**Improvement:** While the results indicate that the learning outcome of the workshop was not met, it was also observable that several students did not attempt to complete and submit the pre and/or post tests as required while several other students came in to the workshop late may have contributed to low passing scores. In order for a much reliable result the workshop has to be conducted in a more controlled setting where late comers will not be accepted into the workshop. This way a more reliable and accurate result can be obtained.

At the moment, assessment of work-study program is only at the National campus. Assessment is to be extended to all other campuses. Activities and workshops are to be synchronized with all state campuses. Work-Study workshops, handouts, forms and assessment tools used must be the same throughout all campuses. Work-Study Coordinator will be working closely with IRPO in establishing data collecting links so that data can be obtained from all campuses and to provide college wide assessment of the work-study activities. (07/18/2016)

**Follow-Up:** Several work-study

forms have been uploaded onto the Financial Aid website and are ready for use by all campuses. This can be seen by going to this URL link:

<http://www.comfsm.fm/?q=finan>

**Survey** - Provide at least one job seeking skills presentation to work-study students to emphasize accountability.

**Target:** 80% of those who attended the presentation perceive knowledge about job seeking skills.

**Notes:** November, 2015 or May 2016

**Reporting Period:** 2015 - 2016

**Target Met:** No

No workshop was conducted during both semesters in 2015-2106. (07/18/2016)

**Improvement:** This is a big gap that needs to be addressed in the Work-Study Program so that students can have an opportunity to seek into their future career starting right from the work-study program.

Strategic plan:

To collaborate with counseling office or human resources to work on organizing at least one job seeking related workshop for work-study students.

This is to be done either in Fall 2016 or in Spring 2017. (07/18/2016)

**Follow-Up:** Work-Study

Coordinator, Tetaake Yee Ting and Counselor, Nixon Sosua met and discussed on a collaborative effort in organizing one job seeking workshop during Fall 2016.

Output: Workshop on Resume Writing will be conducted on October 7, 2016 in conduction with Resida Keller, Faculty. (07/18/2016)

**2016-2017 FAO Outcome 1** - To

enhance students success, office staff will aim to award more than 95% of COM-FSM eligible student's financial aid (Pell Grant) by end of December

**Descriptive Statistics** - Monthly

Report beginning September 2016 should began to capture and reflect the actual progress of students Pell Grant award. December 2016

**Reporting Period:** 2016 - 2017

**Target Met:** No

Overall for the 2017-2018 assessment cycle, the target was met. However two campuses did not reach the 95% minimum benchmark. Detail breakdown is shown below on

**Improvement:** Reassigning of

national campus staff responsible of processing state campuses' students financial aid documents, improve monitoring of each

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2016 and by end of June 2017.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2016 - 2017

**Start Date:** 09/05/2016

monthly report and June 2017 monthly report are the two assessment tools that will provide clear indication whether the outcome 1 is attained or not.

**Target:** 99% of eligible students who enrolled in SY 2016-2017 will receive Pell grant award by the end of the month of each semester.

**Notes:** Processing of awards will commence by August 2016

Pell Eligible vs. Pell Award for each campus.

Fall 2017 - National 837/802 = 96%; Pohnpei 496/482 = 97%; Chuuk 212/191 = 90%; Yap 159/155 = 97%; Kosrae 159/125 = 83%

What has improved from last assessment cycle is that now only two campuses did not reach the target whereas last assessment cycle, it was three campuses that did not meet the threshold of 95%.

Overall, the combine Pell award vs. Pell recipient for Spring 2018 is 96%. However, one campus did not meet the 95% minimum benchmark. Detail breakdown is shown below.  
Spring 2017 - National 794/761 = 96%; Chuuk 191/186 = 97%; Yap 119/119 = 100%; Pohnpei 444/420 = 95%; Kosrae 103/93 = 90%. Only Kosrae Campus Pell award did not meet the 95% target.

Overall, the combine Pell award vs. pell recipient for the summer is 98%. However, Kosrae Campus continued to miss the 95% minimum threshold.  
Summer 2017 - National 168/168 = 100%; Chuuk 78/78 = 100%; Yap 60/ 60 = 100%; Pohnpei 127/127 = 100%; Kosrae 85/73 = 86%. The result of outcome 1 poses challenges in determining whether FAO meets the outcome or not. Overall, the answer is "Yes". However, because during the reporting period (fall 2016) three campuses did not meet the outcome, (spring 2017 and summer 2017) one campus did not meet the outcome, I decided to indicate that FAO did not meet the target.

(09/17/2018)

campus monthly report on Pell document processing, require state campus staff to conduct at least one financial aid workshop at their campus (08/07/2017)

**Follow-Up:** Fall 2017 data to be inputted in the trackdat, and toward the end of May Spring 2018 data be inputted, and end of July summer and overall data be updated and inputted in the system (12/18/2017)

**2016-2017 FAO Outcome 2 - To promote and foster student success**  
new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM  
**AUO Status:** Inactive

**Survey -** With emphasis on measures of student success, a total of two financial aid workshops on the Satisfactory Academic Progress (SAP) review will be conducted at the beginning of each semester to enrolling students.



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**AUO Assessment Cycle:** 2016 - 2017  
**Start Date:** 09/05/2016

**Target:** 80% of those attended the workshops will testify that they had gained knowledge on Satisfactory Academic Progress policy.

**2016-2017 Outcome FAO 3 - To** enrich students learning experience through the Work-Study Program, students and host agencies supervisors will indicate high level of satisfaction from utilizing the program.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2016 - 2017  
**Start Date:** 11/11/2016

**Survey -** From employer exit survey and student survey of employer, both parties will indicate positive level of satisfaction from the project assigned to the student. Similarly, student will indicate high level of satisfaction based from his work experience from the host agency  
**Target:** At least 70% of work-study students receive positive rating from host agencies' supervisor and 70% of work-study students rated their host agencies with positive level of satisfaction

**Notes:** Two surveys will be used to provide a complete reflection of the outcome.

**Reporting Period:** 2016 - 2017

**Target Met:** Yes

The result of both surveys indicated a positive rating from both work-study participants and host agencies' supervisors (07/25/2017)

**Improvement:** Split the strategies into two, one strategy for the students and one for the supervisors so that it is clear (07/25/2017)

**2016-2017 FAO Outcome 4 - To** promote or foster student success as measured by eligible students being able to correctly complete FAFSA application.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2016 - 2017  
**Start Date:** 07/02/2015

**Descriptive Statistics - Individual** hands on online FAFSA sessions to eligible students and review of all paper FAFSA applications from high school seniors to ensure continuous quality improvement.

**Target:** 25% reduction in correction at the end of the school year.

**Notes:** Through out the school year

**Reporting Period:** 2016 - 2017

**Target Met:** No

The outcome was not clear, for example the term "eligible students" is too broad. It is nearly impossible for office staff to visit all the high schools in Micronesia and help high school seniors with their FAFSA Application. The geographical remoteness of the high schools poses another challenge. The last challenge is that there was no baseline data to make comparison. This leads to the refinement and revision of the outcome to be doable. (07/19/2017)

**Improvement:** Revise the outcome and strategies to be manageable, doable, and clear by narrowing the outcome to two high schools in Pohnpei. Baseline data -will be established for the 2017-2018 outcome and serves as basis of comparison to the subsequent years. (07/19/2017)

**2017-2018 FAO Outcome 1 - To** enhance students success, financial aid office staff will award more than 96% of COM-FSM Pell eligible student's by the end of the school

**Descriptive Statistics - Conduct** financial aid training to state campus staff to improve knowledge on recent policies, procedures and to

**Reporting Period:** 2017 - 2018

**Target Met:** No

The work-study coordinator visited Kosrae Campus on January 15 to January 20, 2018 and conducted SAP training

**Improvement:** Increase the trip for FAO national campus to visit and address students' financial aid needs as well as office needs to

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year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of Fall 2017, by the end of Spring 2018, and by the end of summer 2018.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2017 - 2018

**Start Date:** 08/14/2017

**Inactive Date:** 10/05/2018

strengthen the internal financial aid processes to expedite the administration of Title IV Program and services, scholarships, and SEG. **Target:** Rating of the training from attendees will show 70% satisfactory

to FAO staff, training to Yap FAO staff training on improvement documents submission (Work-Study Timesheet) and provide work-study assessment tool to FSM-FMI student services staff. (09/30/2018)

continue making improvements to attain the college goals and objectives. (09/30/2018)  
**Follow-Up:** Seek assistance from VP of EMSS to allow FAO to have two site visits to the state campuses, preferably one visit to be scheduled at the beginning of fall semester and another visit at the beginning of spring semester. (09/30/2018)

**Descriptive Statistics -** Monitor FAO offices college-wide compliance and adherence to the FAO Annual Calendar of activities for school year 2017-2018.

**Target:** All college financial aid offices show compliance with the deadlines and carry out activities that are stated in the office annual calendar of activities

**Notes:** Even though the office calendar of activities were already emailed to state campus staff at the end of summer 2017, Counterparts at the national campus as well as the director to send out reminder of deadlines and schedule of activities (outreach and workshop) to state campus counterparts. Email log of staff communication on reminders will be compiled and reviewed to see if it correlate with state campuses activities.

**Reporting Period:** 2017 - 2018

**Target Met:** No

From the Calendar of Activities and monthly reports, offices are not complying with the deadlines of important activities. For example, for Pell Awards, after the closing date of each semester, state campuses continued to send students documents resulting in FAO main office issuing late memos to Business office for student Pell award. This noncompliance created havoc in the main office as other important activities, such as time to reconcile records, properly filing completed records and reviewing them were not given sufficient time. (09/30/2018)

**Improvement:** Offices must comply to deadlines so other FAO activities are given sufficient time. The Aid Administrator will have to remind state campuses and counterpart parts at the national campus that such act will negatively be reflected in their evaluation. Will also seek stronger encouragement from the Department Vice President to add voice to the office administrator on strict compliance. (09/30/2018)

**Descriptive Statistics -** Improve frequency of inter-campus communication on students financial aid need/challenges.

**Target:** Evidence of improvement is

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

Emails and VOIP were used and can see that there is improvement in this area. Evidence is the improvement on the ratio of Pell Eligible students who received Pell Award

**Improvement:** Monitor via monthly report on state campus and national campus communication on Pell Award and Work-Study communication.



visible such as timely and increase in Pell Grant award for campuses students will be reflected in monthly report provided to the office head at the national campus.

for the school year has increased. (09/30/2018)

Evidence of which will be shown from the ratio of Pell award vs. Pell eligible from each campus as well as work-study. (09/30/2018)

**Follow-Up:** Monthly as well as quarterly report to the office Director and to the Department Vice President as part of the Department Report to the Board. (09/30/2018)

**Descriptive Statistics** - Conduct at least a workshop on FAFSA 2018-2019 application process to assist current students to properly fill out their paper FAFSA. Hardcopies will be distributed to participants. Participants will be reminded to return to FAO staff the hardcopies of their FAFSA for FAO staffs to input the information online. Students will also bring the required documents along with the paper FAFSA.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

A total of nine workshops were conducted to current students at the National Campus during fall 2017. The cultural grouping is as follow: PingMwok and Nukap (26 participants), KSO (22 participants), Kolonia (21 participants), Kitti (24 participants) Chuu Chok (18 participants) YSO (44 participants), Madelenihmw (14 participants), Uj (18 participants) and Sohkes (16 participants).

The FAFSA outreach was conducted toward the end of October and last through November 29, 2017. The workshops were conducted during the free period at the national campus.

**Target:** 70% of workshop participants will correctly fill out and return hard copies of the FAFSA along with the required documents to Financial Aid Office.

**Notes:** Anticipate that this strategy will help to speed up the early disbursement of Pell award to eligible students

The survey attempt to capture students knowledge about filling out the FAFSA, identify where the obstacles are that hinder the pace of awarding Pell Grant to eligible recipients, and covered basic knowledge about the Satisfactory Academic Progress Review.

**Survey result:** Sixty percent of participants correctly answered the FAFSA questions, 88% were able identify the three required documents, 85% indicated their preference to receive their refund after the mid-term and 88% provided correct answer on the SAP review process. (09/30/2018)

**Improvement:** Due to time constraints, there is a need to refocus the workshop only on one item instead of three things. That is, the presentation should exclusively focus on filing the FAFSA. The other part of the Financial Aid process which include Providing three required documents can be moved to be part of the information shared during the orientation. The SAP review part will then move to be a part of the office collaboration efforts with academic advisors.

This will not further complicate student learning during the presentation event. Office staff had to go through the FAFSA application faster so they can also cover the other topics. If the change is made, more time will be given to those who has questions on how to properly fill out the FAFSA. (09/30/2018)

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<p><b>2017-2018 FAO Outcome 4</b> - To promote student success, 70% of workshop participants (seniors) from selected high school will be able to correctly complete paper FAFSA applications.</p> <p><b>AUO Status:</b> Inactive</p> <p><b>AUO Assessment Cycle:</b> 2017 - 2018</p> <p><b>Start Date:</b> 07/20/2017</p> <p><b>Inactive Date:</b> 10/05/2018</p>	<p><b>Descriptive Statistics</b> - A. Conduct financial aid FAFSA Workshop with the selected high school. For the national campus, Pohnpei Island Central School and Our Lady of Mercy High School were the two selected high school to conduct the workshop. Other campuses will select their pilot school, preferably the one nearest to the campus.</p> <p>B. Review all paper FAFSA applications submitted by high school seniors to ensure continuous quality improvement.</p> <p><b>Target:</b> 70% of FAFSA applications submitted will be free of errors.</p> <p><b>Notes:</b> The data collected will be our base line data to compare it with data from subsequent years.</p>	<p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> Yes</p> <p>This Outcome is similar to Outcome 1.1 On October 17, 2017 FAO staff conducted FAFSA outreach at OLMHS and assisted all 32 seniors. With the exception of 3 students who went overseas to pursue their studies, all received their SARs. Last summer, six of these students attended National Campus and all received their Pell award. October 18, and 20, 20017 FAO staff conducted FAFSA outreach at PICS. A total of 217 attended the outreach. During the summer, 81 of these students attended and 80 received their Pell Award. This semester, 152 of these students enrolled and we are aiming to award all of them this semester. More than 70 of these students received their SARs and does not need further correction. (09/30/2018)</p>	<p><b>Improvement:</b> Even though the target was met, the national campus was the only campus doing this FAFSA outreach. This school year, the Calvary Christian Academy and Nahnpei Memorial High School will be added. Will also communicate to state campuses to conduct FAFSA outreach to one high school in their state, preferably the high school that is closest. This information was shared with Gertrude from Yap Campus on September 28,2018 during the Director of FAO meeting with FAO and student services meeting held at Yap Campus from 2pm to 5pm. (09/30/2018)</p>
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### Related Documents:

[2017 FAFSA Workshop \(PICS High School\).pdf](#)

<p><b>2017-2018 FAO Outcome 2</b> - To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM</p> <p><b>AUO Status:</b> Inactive</p> <p><b>AUO Assessment Cycle:</b> 2017 - 2018</p> <p><b>Start Date:</b> 09/05/2017</p> <p><b>Inactive Date:</b> 10/05/2018</p>	<p><b>Survey</b> - Two financial aid presentations on financial aid services, policies, and procedures to be coordinated with and conducted for the various COM-FSM students cultural groups. One presentation to each cultural groups will commence in September 2017 and another one to commence in March 2018.</p> <p><b>Target:</b> 70% of financial aid participants will be able to score 70% and above on the survey to be distributed after the financial aid presentation.</p> <p><b>Notes:</b> Fall semester presentation started September 2019 and the last</p>	<p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> No</p> <p>A total of nine workshops were conducted to current students at the National Campus during the fall semester of 2017. The cultural grouping is as follow: PingMwrok and Nukap (26 participants), KSO (22 participants), Kolonia (21 participants), Kitti (24 participants) Chuu Chok (18 participants) YSO (44 participants), Madelenihmw (14 participants), Uh (18 participants) and Sohkes (16 participants).</p> <p>The FAFSA outreach was conducted toward the end of October and last till Novemembr 29 during the free period at the national campus.</p> <p>Presentation was divided into three sections: FAFSA Application, Required Documents, and SAP review. The</p>	<p><b>Improvement:</b> This Outcome is similar to Outcome 1.8 as earlier reported. Despite the number of workshops held, the time utilized was limited as it was conducted during the free period. Further, the office only able to conduct one fall semester workshop and did not conduct any during the spring semester. (The number of workshops to the various cultural groups is counted as one workshop for fall and if the office repeat the workshop in spring, that will be considered as two</p>
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## Administrative Unit Outcomes

### Assessment Strategies

### Results

### Improvements

presentation to Pohnpei National Campus students was last one for this activity this semester. Result of the survey will be reported by next week (October 16-20). Spring semester presentation to start April 2017.

survey attempt to capture students knowledge about filling out the FAFSA, identify where the obstacles are that hinder the pace of awarding Pell to eligible recipients, and basic knowledge about the SAP. Survey result is that students (60%) correctly answer the FAFSA questions, 88% identify the three required documents correctly, and 85 percent wants to receive their refund after the mid-term. Eighty eight percent (88%) provided correct answer on the SAP review process. FAO staff only conducted workshops during the fall semester and none in spring semester so despite the number of workshops to various cultural groups it was only conducted in fall semester. (09/30/2018)

workshops) and did not conduct any during the spring semester.

The failure to conduct a workshop in spring is due to the major college activity, the College 25th Anniversary. Office staff were mobilized into various groups and assigned to assist on various activities to attend to preparations for the college anniversary.

Office staff will re-evaluate the strategy used for this Outcome whether to eliminate it or maintain it as one new Outcome (Improving Academic Advising) will be added to the office outcomes.

Since two sections of the presentations score higher than the benchmark or target of 70% and one ranked below 70%, the collective score is 77% so I choose to say that the FAO reached the target. (09/30/2018)

**Survey** - With emphasis on measures of student success, a total of two financial aid workshops on the Satisfactory Academic Progress (SAP) review will be conducted at the beginning of each semester to enrolling students.

**Target:** 80% of those attended the workshops will testify that they had gained knowledge on Satisfactory Academic Progress policy.

## Administrative Unit Outcomes

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**2017-2018 Outcome FAO 3** - To enrich students learning experience through the Work-Study Program:  
 A. 70% of students who participated gained work experience from utilizing the program  
 B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2017 - 2018  
**Start Date:** 07/20/2017  
**Inactive Date:** 10/05/2018

**Survey** - From the student exit survey of employer, student will indicate satisfaction of gaining work experience based on his/her work experience from the host agency (student will either strongly agree or agree that he/she gained some experience from the work-study program)  
**Target:** At least 70% of work-study students will indicate on their survey that they gained work experience from the work-study program  
**Notes:** Two surveys will be used to provide a complete reflection of the outcome.  
**Related Documents:**  
[Work-Study Program Exit Form.pdf](#)

**Reporting Period:** 2017 - 2018  
**Target Met:** Yes  
 The purpose of the work-study is to provide students with an opportunity to get exposed to the real working environment and to enable them to gain and learn work experience from their place of work-study.  
 During Fall 2017 semester, a total of 402 students from across six campuses completed the survey. Out of the 402 respondents (N), a total of 374 (93%) indicated on the survey a response of either strongly agree or agree that they gained some work experience from the work-study program. This total of 374 (93%) was the college wide collective response to the survey given at the end of Fall 2017 semester.  
 During Spring 2018 semester, a total of 361 students from across six campuses completed the survey. Out of the 361 respondents (N), a total of 347 (96%) indicated on the survey that they strongly agreed or agreed that they gained some work experience from the work-study program. See related survey results. This total of 347 (96%) was the college wide collective response to the survey given at the end of Spring 2018 semester. (09/16/2018)

**Improvement:** Even though the target was met there is a need to strategize on increasing the response rate. Most of the response rate came from National campus. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategize on how to meet this target for 2018-2019 assessment. Continuation of this outcome, strategy and target to be used again for 2018-2019 cycle is recommended. (09/16/2018)

**Related Documents:**  
[Gaining Work Experience Response Fall 2017 Result.pdf](#)  
[Gaining Work Experience Response Spring 2018 Result.pdf](#)  
[Work-Study Program Exit Form.pdf](#)

**Follow-Up:** Work-Study coordinator will meet with Financial Aid Office (FAO) counterparts from each of the state campuses including Career & Technical Education Center (CTEC) to set a specific target for the response rate for the 2018-2019 assessment cycle and to dialogue on ways to increase the response rate to meet the set target. (09/17/2018)

**Survey** - From the employers' survey of students' reliability, the survey will indicate positive level of satisfaction from the project assigned to students.  
**Target:** At least 70% of work-study students will be rated excellent or above average on reliability from

**Reporting Period:** 2017 - 2018  
**Target Met:** Yes  
 Students who were placed on the work-study program were evaluated by their host agencies supervisors at the end of their work-study period. The result pertaining to reliability of the student was based on how the student was being prepared for work, honesty, being dependable, being a fast learner, reporting to the supervisor on work progress, being

**Improvement:** Even though the target was met there is a need to strategize on increasing the response rate. Most of the response rate came from National campus. Each campus should come up with ways to increase the response rate at their

## Administrative Unit Outcomes

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host agencies supervisors.

**Notes:** Two surveys will be used to provide a complete reflection of the outcome.

**Related Documents:**

[SEG Work-Study Performance Evaluation Sheet.pdf](#)

trustworthy and other personal characters that the supervisor believed may deem credible to be recognized. During Fall 2017, a total of 417 work-study students were evaluated by their work-study supervisors. From the 417 evaluated students, a total of 319 (77%) students were rated "Excellent" and "Above Average" by their supervisors, 87 (21%) were rated "Average", and 11 (3%) were rated "Below Average" and "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 319 (77%) had provided for a positive rating for work-study students college wide during Fall 2017 semester.

During Spring 2018, a total of 354 work-study students were again evaluated by their work-study supervisors. From the 354 evaluated students, a total 301 (85%) students were rated "Excellent" and "Above Average" by their supervisors, 45 (13%) were rated "Average", and eight (2%) were rated "Below Average" and "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 301 (85%) had provided for a positive rating again for work-study students college wide during Spring 2018 semester.

Both Fall 2017 and Spring 2018 results had shown that at least 70% of evaluated students were rated excellent or above average. (09/17/2018)

**Related Documents:**

[Student Reliability Result Fall 2017.pdf](#)

[Student Reliability Result Spring 2018.pdf](#)

[SEG Work-Study Performance Evaluation Sheet.pdf](#)

respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategies on how to meet this target for 2018-2019 assessment. Continuation of this outcome, strategy and target to be used again for 2018-2019 cycle is recommended. (09/17/2018)

**Follow-Up:** Work-Study

coordinator will meet with FAO counterparts from each of the state campuses including Career & Technical Education Center (CTEC) to set a specific target for the response rate for 2018-2019 assessment cycle and to discuss and plan ways to increase the response rate to meet the set target. (09/17/2018)

**2018-2019 FAO Outcome 1** - To enhance students success, financial aid office staff will award more than 96% of COM-FSM Pell eligible student's by the end of the school year. Snapshot of the office progress toward attaining the outcome will be inputted in the system by the end of

**Descriptive Statistics** - Conduct financial aid training to state campus staff to improve knowledge on recent policies, procedures and to strengthen the internal financial aid processes to expedite the administration of Title IV Program and services, scholarships, and SEG.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Director and Work-Study Coordinator did visit all campuses and conduct cross-training, and faculty training as well as sharing of office procedures, work-study site visits and application process. (08/20/2019)

**Improvement Plan:** Follow Program Assessment Plan to increase number of site visits and improve outcome of visits

**Administrative Unit  
Outcomes**

**Assessment Strategies**

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**Improvements**

Fall 2018, by the end of Spring 2019, and by the end of summer 2019.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 08/01/2018

**Inactive Date:** 07/31/2019

**Target:** Rating of the training from attendees will show 70% satisfactory  
**Descriptive Statistics - Monitor** FAO offices college-wide compliance and adherence to the FAO Annual Calendar of activities for school year 2018-2019.

**Target:** All college financial aid offices show compliance with the deadlines and carry out activities that are stated in the office annual calendar of activities

**Notes:** Even though the office calendar of activities were already emailed to state campus staff at the end of summer 2017, Counterparts at the national campus as well as the director to send out reminder of deadlines and schedule of activities (outreach and workshop) to state campus counterparts. Email log of staff communication on reminders will be compiled and reviewed to see of it correlate with state campuses activities.

**Descriptive Statistics - Improve** frequency of inter-campus communication on students financial aid need/challenges.

**Target:** Evidence of improvement is visible such as timely and increase in Pell Grant award for campuses students will be reflected in monthly report provided to the office head at the national campus.

**Descriptive Statistics - Conduct** at least a workshop on FAFSA 2018-2019 application process to assist current students to properly fill out

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

The cut off dates were followed with minor adjustment. So far result is good which showed that spring Pell award has increased, same as summer (08/20/2019)

**Improvement Plan:** Continue to share office Calendar of activities and send out reminders to state campuses two weeks before deadline

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

The Office scheduled and conducted a two-week (Monday, Wednesday & Friday 1:00pm to 1:59pm FAFSA workshop



their paper FAFSA. Hardcopies will be distributed to participants. Participants will be reminded to return to FAO staff the hardcopies of their FAFSA for FAO staffs to input the information online. Students will also bring the required documents along with the paper FAFSA.

**Target:** 70% of workshop participants will correctly fill out and return hard copies of the FAFSA along with the required documents to Financial Aid Office.

**Notes:** Anticipate that this strategy will help to speed up the early disbursement of Pell award to eligible students

**Descriptive Statistics - Conduct financial aid FAFSA Outreach to three high schools** For the national campus, PICS and OLMHS were selected in 2017-2018 and Calvary Christian Academy is added for the school year 2018-2019 and CTEC FAO staff will undertake the activity for CCA. Yap Campus will do the outreach at Yap High School, Chuuk Campus will do the outreach at Berea High School, and Kosrae Campus at Kosrae High School.

**Target:** 96% of eligible students who enrolled in SY 2019-2002 will receive their Pell grant award.

**Notes:**

**Descriptive Statistics - Report the total Pell Award Transfers to Business Office and the data from SIS.** Further will conduct various

during the spring semester. Only 144 students attended the workshop. On the survey collected, the result is as follow: Overall 100% of participants were satisfied with the presentation. Per questions on the survey, 99% understand how to fill out the 2019-2020 FAFSA; 98% have understood the common mistake or factors that delayed them to receive Pell award; 100% know the required documents to provide financial aid office; 97% recommend that FAO repeat similar workshop next school year; and 97% think that they understood the main points of the presentation. (07/09/2019)

**Improvement Plan:** Despite the overwhelming positive result of the workshop survey, participants remain small. Strategic ways to get the workshop information to students needs to be explore further. What we have done is work with Student Life to obtain cultural groups officers emails and we send them announcement about the workshop, we put announcement notices around campus but still the turn out is low. It actually increased compared to two years ago.

**Reporting Period:** 2018 - 2019

**Target Met:** No

National Campus did conducted the outreach to both PICS and OLMHS. Communication was sent and a follow up was also send to CTEC FAO staff to conduct the workshop to Calvary Christian Academy (CCA). Similarly the other three state campuses were also contacted to do the outreach to one high school each for the school year. (07/09/2019)

**Improvement Plan:** CTEC has yet to report and Chuuk, Yap and Kosrae were requested to send their outreach results

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

The result has been reported for fall, spring and summer. Seemed to be redundant and will be eliminated for 2019-

strategies to attain the outcome by the end of the school year. The strategies are reported as a separate stand alone individual strategy but all are intended to support the outcome.

**Target:** Ninety six percent of Pell eligible students will be awarded at the end of the 208-2019 school year

2020 Assessment Plan (08/20/2019)

**Improvement Plan:** Will be disregarded in the next plan

**2018-2019 FAO Outcome 2 - To** promote and foster student success new students who participated in the workshop will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 08/01/2018

**Descriptive Statistics -** The workshop or presentation on Financial Aid topics was presented by the Director to new students.

**Notes:** The result of the survey, which was administered by

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Approximately 87% of the new students responded that they are now aware about financial aid programs and services available at the college. See link for detail. [http://reportswww.comfsm.fm/?q=irpo-survey-\(08/21/2019\)](http://reportswww.comfsm.fm/?q=irpo-survey-(08/21/2019))

**Improvement Plan:** Although this outcome is one of major goal of the office, it is decided that the focus will shift to more general awareness of financial aid programs and services to be presented to high school seniors and TRIO participants. Early intervention or education to potential COM-FSM students. This activity provided to new students will continue but will not one of the outcomes for 2019-2020.

**2018-2019 FAO Outcome 3 - To** enrich students learning experience through the Work-Study Program: A. 70% of students who participated gained work experience from utilizing the program B. 70% of students receive high level of positive ratings on reliability from host agencies supervisors

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 08/01/2018

**Survey -** From the student exit survey of employer, a student will indicate satisfaction of gaining work experience based on his/her work experience from the host agency (a student will either strongly agree or agree that he/she gained some experience from the work-study program)

**Target:** At least 70% of work-study students will indicate on their survey that they gained work experience from the work-study program

**Notes:** Two surveys (Fall 2018 and

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

The purpose of the work-study is to provide students with an opportunity to get exposed to the real working environment and to enable them to gain and learn work experience from their place of work-study.

During Fall 2018 semester, a total of 324 students from across 6 campuses completed the survey. Out of the 324 respondents 247 (76%) strongly agree that they gained some work experience from the work-study program while 59 (18%) agree that they gained some work experience from the work-study program. This makes a total positive result of 306 (94%) of those students who indicated on their survey that they gained work-experience from the work-



Spring 2019) will be used to provide a complete reflection of the outcome.

study program.  
During Spring 2019 semester, a total of 331 students from across 6 campuses completed the survey. Out of the 331 respondents 255 (77%) strongly agree that they gained some work experience from the work-study program while 66 (20%) agree that they gained some work experience from the work-study program.. This makes a total positive result of 321 (97%) of those students who indicated on their survey that they gained work-experience from the work-study program.  
(07/13/2019)

**Improvement Plan:** Even though the target was met there is a need to strategize on increasing the response rate. This has been the same challenge from 2018-2019 reporting period. Most of the response rate came from National campus. One main factor was entry was not done from FMI. If FMI entered data the overall respondent rate could have shown some difference. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategize on how to meet this target for 2019-2020 assessment.

**Survey -** From the employers' survey of students' reliability, the survey will indicate positive level of satisfaction from the project assigned to students.

**Target:** At least 70% of work-study students will be rated excellent or above average on reliability from host agencies supervisors.

**Notes:** Two surveys (at the end of Fall 2018 and Spring 2019) will be used to provide a complete reflection of the outcome.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Students who were placed on the work-study program were evaluated by their host agencies supervisors at the end of their work-study period. The result pertaining to reliability of the student was based on how the student was being prepared for work, honesty, being dependable, being a fast learner, reporting to the supervisor on work progress, being trustworthy and other personal characters that the supervisor believed may deem credible to be recognized. During Fall 2018, a total of 343 work-study students were evaluated by their work-study supervisors. From the 343 evaluated students, a total of 285 (83.1%) students were rated "Excellent" and "Above Average" by their supervisors, 51 (15%) were rated "Average", and 5 (1.6%) were rated

"Below Average" and 2(0.6%) "Needs Improvement" . The rating for both Excellent and Above Average altogether that gave a total of 285 (83.1%) had provided for a positive rating for work-study students college wide during Fall 2018 semester.

During Spring 2019, a total of 235 work-study students were again evaluated by their work-study supervisors. From the 235 evaluated students, a total 201 (86%) students were rated "Excellent" and "Above Average" by their supervisors, 31 (13.2%) were rated "Average", and three (1.3%) were rated "Below Average" and none for "Needs Improvement". The rating for both Excellent and Above Average altogether that gave a total of 201 (86%) had provided for a positive rating again for work-study students college wide during Spring 2019 semester.

Both Fall 2018 and Spring 2019 results had shown that at least 70% of evaluated students were rated excellent or above average.

(07/14/2019)

**Improvement Plan:** Even though the target was met there is a need to strategize on increasing the response rate. This has been the same challenge from 2018-2019 reporting period. Most of the response rate came from National campus. One main factor was entry was not done from FMI. If FMI entered data the overall respondent rate could have shown some difference. Each campus should come up with ways to increase the response rate at their respected campuses so that the result may not be skewed only to one campus. State campuses should set up a target to reach and strategies on how to meet this target for 2019-2020 assessment.

**2018-2019 FAO Outcome 4 - To** promote student success, FAO staff will conduct four financial aid trainings to academic advisors to help them make proper advising when assisting their advisees during regular counseling such as during course

**Descriptive Statistics - Conduct** workshops with faculty members at the state campuses  
**Target:** At least more than half of faculty members as academic advisors participate in the workshops

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

All faculty members at National & CTEC , Chuuk Campus and Yap campus participated in the workshop. and only one faculty from Kosrae Campus did not attend due to urgent family matters. (08/21/2019)

**Improvement Plan:** Instructors still have difficulties and

selection, registration and others.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 08/01/2018

**Notes:** Site visit to state campuses for financial aid work to also include faculty workshop

asked many questions on the PACE and 150% from the SAP section of the presentation. Need to integrate the financial aid presentation into faculty workshop arranged for fall semesters and for new faculty members coming in for the spring semester.

**2019-2020 FAO Outcome 1 - (College-**

Wide) To foster student success,

Financial Aid Office (FAO) will award

100% of COM-FSM Pell eligible

students by the end of 2019-2020

school year.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2019 - 2020

**Start Date:** 08/01/2019

**Inactive Date:** 07/31/2020

**Descriptive Statistics -**

Collect all required documents from students no less than 30 days prior to the end of each regular semester and 15 days before the end of summer.

**Target:**

Financial Aid office will receive all required documents from 100% of COM-FSM Pell eligible students by the end of Fall 2019, by the end of Spring 2020, and by the end of summer 2020.

**Reporting Period:** 2019 - 2020

**Target Met:** No

Financial Aid office received all required documents from 100% of Pell eligible students college wide who applied for FAFSA before the end of Fall 2019.

In Spring 2020, Financial Aid Office received all required documents from 97% of Pell eligible students who applied for FAFSA before the end of Spring 2020.

For Summer 2020, Financial Aid received all required documents from 100% Pell eligible students who applied for FAFSA during Summer 2020.

**Improvement:** The target was not met for Spring 2020 because of the abrupt ending of the semester due to the Corona Virus pandemic. Several documents were received from students after March 15, 2020.

Financial Aid director will instruct financial aid counterparts at all state campuses to encourage and promote early submission of required documents at the very first week of instruction by authorizing charging of upon submission of all required documents to Financial Aid

TARGET NOT MET for Spring 2020. (07/12/2020)

**Improvement Plan:** The target was not met for Spring 2020 because of the abrupt ending of the semester due to the Corona Virus pandemic. Several documents were received from students after March 15, 2020.

Financial Aid director will instruct financial aid counterparts at all state campuses to encourage and promote early submission of required documents at the very first week of instruction by authorizing charging of upon submission of all required documents to Financial Aid

Financial Aid Director will also send state campuses reminder on the 30 days prior to the end of each semester

**Descriptive Statistics -**

**Reporting Period:** 2019 - 2020

Assist and guiding students in filling out their FAFSA applications.  
**Target:** 75% reduction in correction of all FAFSA applications at the end of the 2019-2020 school year.

**Target Met:** Yes  
 Financial Aid EDExpress software provides that of all those who applied for FAFSA in 2019-2020 school year, there were 2,397 FAFSA applications were processed and out of which 2244 (96%) were accepted with no rejection.

**Improvement Plan:** Improvement Plan: Even though the target was met FAFSA application is the most crucial for students to receive Pell assistance. There will be new students every year. Thus, Financial Aid will continue to use this strategy for new incoming students every year to ensure incoming new students may receive their Pell award on a timely manner. (09/01/2020)

TARGET MET  
 (07/12/2020)

**Improvement Plan:** Even though the target was met FAFSA application is the most crucial for students to receive Pell assistance. There will be new students every year. Thus, Financial Aid will continue to use this strategy for new incoming students every year to ensure incoming new students may receive their Pell award on a timely manner.

**Descriptive Statistics -**

National Campus staff will process the complete records and award students their Pell grants by the end of each enrollment term.

**Target:**  
 100% of complete records will be disbursed and awarded by the end of each enrollment term.

**Reporting Period:** 2019 - 2020

**Target Met:** Yes  
 Pell transfers on SIS shows 100% of complete records were disbursed and awarded at the end of 2019-2020 school year.

**Improvement:** Continue the strategy and improve awareness or outreach to ensure that students receive their Pell award during the early and middle part of the semester. (09/01/2020)

TARGET MET  
 (07/12/2020)

**Improvement Plan:** Continue the strategy and improve awareness or outreach to ensure that students receive their Pell award during the early and middle part of the semester.

**2019-2020 FAO Outcome 2 -**  
 (National Campus) To promote and foster financial aid literacy to targeted students at COM-FSM  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2019 - 2020  
**Start Date:** 08/01/2018  
**Inactive Date:** 07/31/2020

**Survey -**  
 Conduct Financial Aid presentation to new students during the college orientation.

**Target:**  
 75% of workshop participants will provide their perception of improved awareness of financial aid programs and services at the College of Micronesia-FSM.

**Reporting Period:** 2019 - 2020

**Target Met:** Yes  
 During Fall 2019 orientation of new students, 83% of those participated in the orientation provided in the survey their perception of improved awareness of financial aid programs and services as well as relevant policies pertaining to financial aid.

**Improvement:** Even though target was met Financial Aid will keep this outcome and strategy into the next assessment cycle and increase the target from 75% to 85%. (09/01/2020)

(07/12/2020)

**Improvement Plan:** Even though target was met Financial Aid will keep this outcome and strategy into the next assessment cycle and increase the target from 75% to 85%.

**Related Documents:**

[SOS\\_2019.3a.jpg](#)

**Reporting Period:** 2019 - 2020

**Target Met:** No

During Fall 2019, there was no presentation conducted to transfer and returning students. Unfilled position due to medical retirement of a staff, overload of work for financial staff on the ERR reporting to National Student Loan Data System (NSLDS), reports for IPEDS, and technical difficulties with financial aid program software. This shortage of staff had contributed to the load that financial aid faced during the fall semester.

In Spring 2020, the semester was cut short so no presentation during the semester was possible

(07/12/2020)

**Improvement Plan:** Even though the target was not met as articulated in the Unit strategy, financial Aid staff did implement an alternative plan throughout both semesters. Returning students were updated individually by financial aid counselors upon submission of financial aid required documents and before authorization of charges for textbooks.

100% of returning students were informed and updated on new financial aid policies and procedures through one on one interaction, Student Handbook and the SIS.

**Survey -**

Provide financial aid presentation to transfer and returning students.

**Target:**

75% of workshop participants will provide their perception of improved awareness of financial aid programs and services at the College of Micronesia-FSM.

**Improvement:** Even though the target was not met as articulated in the Unit strategy, financial Aid staff did implement an alternative plan throughout both semesters. Returning students were updated individually by financial aid counselors upon submission of financial aid required documents and before authorization of charges for textbooks.

100% of returning students were informed and updated on new financial aid policies and procedures through one on one interaction, Student Handbook and the SIS. (09/01/2020)

**Descriptive Statistics -**

Proactive approach through outreach workshops to selected high schools such as Pohnpei Island Central School (PICS), Our Lady of Mercy Catholic High School (OLMCHS), and to TRIO program participants in Pohnpei such as Educational Talent Search Program (ETSP) and Upward Bound (UB)

**Reporting Period:** 2019 - 2020

**Target Met:** No

During the month of October, 2019 one staff provided FAFSA workshop to 100% seniors of Our Lady of Mercy High School (OLMCHS)

Financial Aid staff conducted presentation to UB parents and students and provided advice for Trio program counselors to conduct FAFSA workshops to their program participants. ETSP and UB Counselors reported that they

**Improvement:** The target was not met for PICS high school due the corona virus pandemic situation. It is with this that this outcome and strategy will remain continuous for the next assessment cycle.

Enhance coordination of

**Administrative Unit  
Outcomes**

**Assessment Strategies**

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program

**Target:**  
80% of new students who enrolled at COM-FSM from the selected schools and the trio programs will complete their FAFSA for 2020-2021 school year.

had provided FAFSA workshop to 100% of their program participants for 2020-2021 school year. Financial Aid office usually reach out to PICS high school for FAFSA workshop during Spring semester. Unfortunately, due to the unexpected Corona virus pandemic all high schools were closed and no FAFSA workshop was conducted as planned.

collaborative activities between the office and the Trio program. (09/01/2020)

(07/12/2020)

**Improvement Plan:** The target was not met for PICS high school due the corona virus pandemic situation. It is with this that this outcome and strategy will remain continuous for the next assessment cycle.

Enhance coordination of collaborative activities between the office and the Trio program.

**Survey -**

National Campus financial aid staff will conduct one FAO presentation in fall and spring semesters to all cultural groups or student organizations on required documents, policies on satisfactory academic progress (SAP) and other financial aid topics such as filing of 2020-2021 FAFSA and any updated federal policies.

**Target:**  
80% of the respondents will provide their perception that the presentation had improved their overall understanding on required financial aid documents, SAP, and filing of FAFSA 2020-2021.

**Reporting Period:** 2019 - 2020

**Target Met:** No  
During Fall 2019, there was no presentation conducted to any cultural group or student organizations due to unplanned overload of work for financial staff such as ERR reporting to National Student Loan Data System (NSLDS), reports for IPEDS, and technical difficulties with financial aid program software. Also one staff resigned from work because of medical reasons that restructuring of staff responsibilities had to be done. This shortage of staff had contributed to the load that financial aid faced during the fall semester.

In Spring 2020, the semester was cut short so no presentation during the semester was possible

(07/12/2020)

**Improvement Plan:** One Financial Aid staff did conduct undocumented presentation on financial aid policies to HCOP/DDFT students during the beginning of Fall 2019. This was per a request from the program coordinator.

**Improvement:** One Financial Aid staff did conduct undocumented presentation on financial aid policies to HCOP/DDFT students during the beginning of Fall 2019. This was per a request from the program coordinator. Perhaps this kind of activities should be included in the next assessment cycle.

Financial Aid Office may try to work with the IC or the Dean of Instructional Program for such presentation to selected programs and instead of big cultural groups and student organizations. (09/01/2020)



Perhaps this kind of activities should be included in the next assessment cycle.

Financial Aid Office may try to work with the IC or the Dean of Instructional Program for such presentation to selected programs instead of big cultural groups and student organizations.

**2019-2020 FAO Outcome 3 - (College-Wide)**

To promote and foster student work experience development through the Work-Study Program:

- A. 75% of students who participated gained work experience from utilizing the program
- B. 75% of students receive high level of positive ratings on reliability from host agencies supervisors

**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2019 - 2020  
**Start Date:** 08/01/2019  
**Inactive Date:** 07/31/2020

From the Student Exit Survey of Employer, a student will indicate positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency. A student will answered either "strongly agree" or "agree" that he/she gained some knowledge, skills and experience from the current employer through the work-study program) (Active)

**Target:**

At least 75% of work-study students will indicate on their survey that they gained work experience from the work-study program

**Reporting Period:** 2019 - 2020

**Target Met:** No

During Fall 2019, a total of 354 students from across 6 campuses completed the survey. 255 (72%) strongly agree that they gained some work experience

87 (25%) agree that they gained some work experience. Total positive result of 342 (97%)

During Spring 2020, the semester was cut short and there was no time for students to fill out the survey due to the abrupt closing of the College.

Thus no survey was completed.

TARGET MET for Fall 2019 only. (07/13/2020)

**Improvement Plan:** School year 2019-2020 had been an unfortunate school year as the second half was impacted by the Corona Virus pandemic.

For this reason, the same assessment outcome will be used again for the next 2020-2021 assessment cycle.

**Related Documents:**

[Fall 2019 Exit Evaluation.jpg](#)

**Improvement:** School year 2019-2020 had been an unfortunate school year as the second half was impacted by the Corona Virus pandemic.

For this reason, the same assessment outcome will be used again for the next 2020-2021 assessment cycle. (09/01/2020)

**Survey -**

(College-wide) Work-Study supervisors from host agencies will submit student performance evaluations of their work-study students at the end of Fall 2019 and Spring 2020.

Two separate evaluations (one at the end of Fall 2019 and one at the end of Spring 2020) will be used to provide a complete reflection of the outcome. From the supervisors' evaluation on students' performance, the results will indicate positive level of satisfaction from host agency.

**Target:** At least 75% of work-study students will be rated excellent or above average on students performance from host agencies supervisors.

**Reporting Period:** 2019 - 2020

**Target Met:** No

During Fall 2019, a total of 283 work-study students were evaluated on their quality of work by their supervisors. 133 (47%) students were rated excellent by their supervisors

107 (38%) Above Average

37 (13%) Average

5 (2%) Below Average

1 (<1%) Needs Improvement

The rating for both Excellent and Above Average altogether provided a total of 240 (85%) being rated excellent and above average. This is some noticeable improvement as compared to Fall 2018 of 2018-2019 assessment cycle.

During Spring 2020, the semester was cut short and there was no time for students to take their evaluation forms to their supervisors due to the abrupt closing of the College. Thus, no survey was completed.

TARGET MET for Fall 2019 only.

(07/13/2020)

**Improvement Plan:** School year 2019-2020 had been an unfortunate school year as the second half was impacted by the Corona Virus pandemic.

For this reason the same assess outcome will be used again for the next 2020-2021 assessment cycle.

**Related Documents:**

[Fall 2019 Performance Evaluation.jpg](#)

**2019-2020 FAO Outcome 4 -**

(National Campus) To extend financial aid literacy on financial aid policies and procedures to the College community.

**Descriptive Statistics -**

FAO staff will conduct four separate financial aid trainings once a semester to the College counselors to help them understand several

**Reporting Period:** 2019 - 2020

**Target Met:** No

No training was done during Fall 2019, due to unplanned overload of work for financial staff such as ERR reporting to National Student Loan Data System (NSLDS), reports for

**Improvement:** The rating for both Excellent and Above Average altogether provided a total of 240 (85%) being rated excellent and above average. This is some noticeable improvement as compared to Fall 2018 of 2018-2019 assessment cycle. In Fall 2018 the percentage for the total positive rating was 83.1%, an improvement of around 2%. (07/13/2020)

**Improvement:** To prepare a financial aid reference book for counselors on financial aid policies.  
Conduct workshops to counselors



**Administrative Unit Outcomes**

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**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2019 - 2020  
**Start Date:** 08/01/2019  
**Inactive Date:** 07/31/2020

financial procedures and policies:  
 1. Training on appeal process and what is required of them.  
 2. Training on Satisfactory Academic Progress review process, establish clear expectations and guidelines on assisting students who are placed on financial aid warning, probation, and suspension.  
 3. Training on filing 2020-2021 FAFSA paper and online application  
 4. Training on Pell grant awarding procedures

**Target:** All trainings are done by the end of each regular semester and the College counselors will provide perception of their gained knowledge of financial aid policies and procedures

**Survey -**  
 Financial Aid Director or staff will do visits to the state campuses once a semester to conduct workshops with college counselors or members of the EMSS staff who assist students with financial aid appeals, advise students on financial aid warning and probation. The workshop will be on financial aid appeal process, Satisfactory Academic Progress Review, financial aid warning, probation, and suspension  
**Target:** All trips and workshops are complete by the end of each regular semester.

**Survey -**  
 Financial Aid Director or national

**Reporting Period:** 2019 - 2020  
**Target Met:** No

campus staff during trips to state campuses will share the office Assessment Results and solicit inputs on Assessment Plan, update staff on policy changes, approve on site applications, and attend to specific need of each campus.  
**Target:**  
 a. FAO TracDat assessment results are shared and inputs on Assessment Plan from state campuses counterparts are received.  
 b. State campus staff are updated on policy changes

FAO TracDat assessment results were shared only to Chuuk and Yap campus and assessment plans were shared for 2019-2020 assessment cycle.  
 Only campus staff from Chuuk and Yap campus received update on policy and changes.

TARGET NOT MET  
 (07/14/2020)

**2020-2021 FAO Outcome 1** - College-Wide) To foster student success, Financial Aid Office (FAO) will award 100% of COM-FSM Pell eligible students by the end of 2020-2021 school year.  
**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2020 - 2021  
**Start Date:** 09/02/2020  
**Inactive Date:** 07/31/2021

**Descriptive Statistics** - Collect all required documents from students no less than 30 days prior to the end of each regular semester and 15 days before the end of summer.  
**Target:** Financial Aid office will receive all required documents from 100% of COM-FSM Pell eligible students by the end of Fall 2020, by the end of Spring 2021, and by the end of summer 2021.

**Reporting Period:** 2020 - 2021

**Target Met:** Yes  
 Financial Aid office received all required documents from 100% of Pell eligible students college wide. These students received their Pell awards by the end of the regular semesters and the summer session. (09/01/2021)

**Improvement Plan:** Even though the target was met for this outcome Financial Aid office will maintained this outcome for the next assessment cycle since this is the major function of Financial Aid within the College as a US accredited institution..

**Improvement:** Reduce turn around time of processing student aid and students received their Pell award in timely manner. Furthermore, 100% of all Pell eligible students received their Pell Grant award. As such, in 2021-2022 school year, Financial Aid Office will continue to utilize the strategies and use other best practices to meet the outcome. (09/01/2021)

**Follow-Up:** Strategies used in school year 2020-2021 to attain the outcome will be utilized in school year 2021-2022 and use best practices such as virtual mode of communication, help desk and other to reach out to students during the COVID-19 pandemic. (09/01/2021)

**Descriptive Statistics** - Assist and guiding students in filling

**Reporting Period:** 2020 - 2021

**Target Met:** No

**Improvement:** Reduction in the number of FAFSA corrections was

## Administrative Unit Outcomes

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out their FAFSA applications.

**Target:** 75% reduction in correction of all FAFSA applications at the end of the 2020-2021 school year.

Financial Aid EDExpress software provides data of all those who applied for FAFSA in 2020-2021 school year. However, records at each campus on the number of corrections made were difficult to reconcile making it a challenge for the office to state with confidence that the reduction in the number of FAFSA corrections is attributed to or resulting from the strategy. (09/01/2021)

**Improvement Plan:** There was a reduction in the number of FAFSA corrections during the school year. However, it was a challenge for the office to accurately ascertain that the reduction is due to the strategy used because records from all campuses were not organized and were inconsistent. Financial Aid Director to communicate to all campuses to keep accurate records on FAFSA corrections made during the school year and reported to FAO national campus office. Financial Aid Director to send to state campuses monthly reminder to keep records of these data.

**Descriptive Statistics - National**  
Campus staff will process the complete records and award students their Pell grants by the end of each enrollment term.

**Target:** 100% of complete records will be disbursed and awarded by the end of each enrollment term.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

Pell transfers on SIS shows 100% of complete records were disbursed and awarded at the end of 2020-2021 school year. (09/01/2021)

**Improvement:** Hundred percent (100%) of Pell eligible students were awarded (09/01/2021)

**2020-2021 FAO Outcome 2 -**  
(National Campus) To promote and foster financial aid literacy to targeted students at COM-FSM

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2020 - 2021

**Start Date:** 09/02/2020

**Inactive Date:** 07/31/2021

**Survey -** Provide Financial Aid information online through COM-FSM website to new students during the college orientation.

**Target:** 75% of new incoming students will provide their perception of improved awareness of financial aid programs and services at the College of Micronesia-FSM.

**Reporting Period:** 2020 - 2021

**Target Met:** No

During Fall 2020 there was orientation of new students, (pending data from Doman and Francis) (09/01/2021)

**Improvement:** Result of the survey on student orientation is yet to be provided. However the office will follow the department plan to again communicate with IT and Office of Institutional Effectiveness and Quality Assurance to provide a license for the survey software so it can take control of its on survey. (09/01/2021)

**Follow-Up:** Director of FAO to meet with Director of IT to explore using google work space so FAO can take control of its own survey. (09/01/2021)

**Improvement:** The Director to meet with the high school counselors from PICS, OLMHS, and PCS to explore which strategy will be effective. Either the Financial Aid Office to train the high school counselors on the filing of FAFSA or continue to send FAO staff to conduct FAFSA workshop with the high school seniors. (09/01/2021)

**Reporting Period:** 2020 - 2021  
**Target Met:** No  
During 2020-2021 school year FAFSA workshop was provided by two financial aid staff to 100% seniors of Our Lady of Mercy High School (OLMCHS). Financial Aid provided advice for Trio program participants through their counselors. Both ETSP and UB Counselors reported that they had provided FAFSA workshops to their participants and had assisted 100% of their participants with their FAFSA applications. Financial Aid continues to fail to reach out to PICS high school for FAFSA workshop during Spring semester due to the continuing pandemic issue.

Target was not met for PICS. (09/01/2021)  
**Improvement Plan:** The target was not met for PICS high school due the corona virus pandemic situation. It is with this that this outcome and strategy will remain continuous for the next assessment cycle or to be removed.

**Improvement:** Work-Study host agencies and offices were satisfied with students performance (09/01/2021)

**Reporting Period:** 2020 - 2021  
**Target Met:** Yes  
Due to the prolonged pandemic situation data collected has been confined mainly on national campus students who participated in the work-study program, despite the reduction in work-study sites available.

In Fall 2020 semester, out of the 164 who completed the exit survey, 116 strongly agree and 43 agree that they gained work experience from the work-study program. A total of 159 out of 164 (97%) indicated a positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency.  
In Spring 2021, out of the 122 who completed the exit

**Descriptive Statistics - Proactive**  
approach through outreach workshops to selected high schools such as Pohnpei Island Central School (PICS), Our Lady of Mercy Catholic High School (OLMCHS), and to TRIO program participants in Pohnpei such as Educational Talent Search Program (ETSP) and Upward Bound (UB) program.

**Target:** 80% of new students who enrolled at COM-FSM from the selected schools and the trio programs will complete their FAFSA for 2020-2021 school year.

**2020-2021 FAO Outcome 3 - (College-Wide)** To promote and foster student work experience development through the Work-Study Program:  
A. 75% of students who participated gained work experience from utilizing the program  
B. 75% of students receive high level of positive ratings on reliability from host agencies supervisors

Two separate evaluations (one at the end of Fall 2020 and one at the end of Spring 2021) will be used to provide a complete reflection of the outcome.

From the Student Exit Survey of Employer, a student will indicate

**AUO Status:** Inactive  
**AUO Assessment Cycle:** 2020 - 2021  
**Start Date:** 09/02/2020

**Inactive Date:** 07/31/2021

positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency. A student will answer either "strongly agree" or "agree" that he/she gained some knowledge, skills and experience from the current employer through the work-study program

**Target:** At least 75% of work-study students will indicate on their survey that they gained work experience from the work-study program

survey, 90 strongly agree and 25 agree that they gained work experience from the work-study program. A total of 115 out of 122 (94%) indicated a positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency.

Target was met for both Fall 2020 and Spring 2021. (09/01/2021)

**Improvement Plan:** This result may be met, however, the target and outcome will remain the same to be used for the next assessment cycle to target college wide results to provide a truer representative of the population.

**Related Documents:**

- [Fall 2020 Exit Evaluation.png](#)
- [Spring 2021 Exit Evaluation.png](#)

**Survey - (College-wide) Work-Study** supervisors from host agencies will submit student performance evaluations of their work-study students at the end of Fall 2020 and Spring 2021.

Two separate evaluations (one at the end of Fall 2020 and one at the end of Spring 2021) will be used to provide a complete reflection of the outcome. From the supervisors' evaluation on students' performance, the results will indicate positive level of satisfaction from host agency.

**Target:** At least 75% of work-study students will be rated excellent or above average on students performance from host agencies supervisors.

**Reporting Period:** 2020 - 2021

**Target Met:** Yes

pandemic situation data collected has been confined mainly on national campus students who participated in the work-study program, despite the reduction in work-study sites available.

During Fall 2020, a total of 147 work-study students were evaluated on their quality of work by their supervisors.

- 72 (49%) students were rated excellent by their supervisors
- 41 (28%) Above Average
- 37 (20%) Average
- 2 (<2%) Below Average
- 3 (2%) Needs Improvement

The rating for both Excellent and Above Average altogether provided a total of 113 (77%) being rated excellent and above average. The target is met for the Fall 2020 semester.

During Spring 2021, a total of 121 work-study students were evaluated on their quality of work by their supervisors. 63 (52%) students were rated excellent by their supervisors

**Improvement:** Students were satisfied with the program and think that they have learned practical skills and gained knowledge (09/01/2021)

34 (28%) Above Average  
21 (17.4%) Average  
3 (2.5%) Below Average  
0 (0%) Needs Improvement

The rating for both Excellent and Above Average altogether provided a total of 97 (80%) being rated excellent and above average. The target is met again for the Spring 2021 semester.

(09/01/2021)

**Improvement Plan:** Even though the target was met, however, the target and outcome will remain the same to be used for the next assessment cycle to target college wide results to provide a truer representative of the population.

**Related Documents:**

[Fall 2020 Performance Evaluation.png](#)  
[Spring 2021 Performance Evaluation.png](#)

**2020-2021 FAO Outcome 4 -**

(National Campus) To extend financial aid literacy on financial aid policies and procedures to the College community.

**AUO Status:** Inactive

**AUO Assessment Cycle:** 2020 - 2021

**Start Date:** 09/02/2020

**Inactive Date:** 07/31/2021

**Descriptive Statistics -** FAO staff will conduct four separate financial aid trainings once a semester to the College counselors to help them understand several financial procedures and policies:  
4.1 Training on appeal process and what is required of them.  
4.2 Training on Satisfactory Academic Progress review process, establish clear expectations and guidelines on assisting students who are placed on financial aid warning, probation and suspension.

**Target:** All trainings are done by the end of each regular semester and the College counselors will provide perception of their gained knowledge of financial aid policies and procedures

**Reporting Period:** 2020 - 2021

**Target Met:** No

4.1 Due to the pandemic situation activities were limited and no training for counselors was conducted. There was one virtual workshop conducted but it was toward the end of summer 2021.

Target was not met as only one virtual workshop was organized for the counselors and other EMSS staff in April 2021 and another one before fall 2021 starts.

4.2 Financial Aid office conducted via zoom a training on satisfactory academic progress review to college counselors and student services specialists on April 26, 2021. This was followed by a short practical quiz with several scenarios to enable training participants to practice develop confidence in themselves. The participants did very well on the tests showing confidence in carrying out the financial aid advising to students regarding their financial aid status. As a result, request has been made to authorize counselors to view the student financial aid portal to also view student progress and to incorporate into counseling services some aspect of

**Improvement:** Workshop was conducted via zoom on Satisfactory Academic Progress (SAP) in April 2021 (09/01/2021)



financial aid advising.

Target was met for this part.

(09/01/2021)

**Improvement Plan:** Since the implementation of the virtual office, Financial Aid is now able to conduct college trainings via zoom. This has been successful with the SAP training and Financial Aid seeks to apply this strategy to attain its outcome.

**2021-2022 EMSS FAO Outcome 1- Title IV Administration** - (College-wide) Financial Aid Office will award 100% of COM-FSM Pell eligible students in a timely manner to support student learning.

**AUO Status:** Active

**AUO Assessment Cycle:** 2021 - 2022

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

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

**Descriptive Statistics** - Assessment Strategy 1.1. Reach out to students during orientation and registration and provide financial aid presentation and information sharing about Title IV Program so students will understand to complete FAFSA and submit required documents on time

**Target:** 100% of Pell eligible students who completed and submitted their financial aid documents on time will be awarded.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

100% of Pell eligible students who completed and submitted their financial aid documents by the deadline of submission of documents were awarded during Fall 2021 and Spring 2022 semesters as well as Summer 2022. 100% of incoming eligible students in Summer 2022 also completed and submitted their required documents by the deadline and were already awarded. (07/20/2022)

**Improvement Plan:** For awarding to be done earlier during the semesters, financial aid will work closely with the high schools and also with trio programs for updates and information on all required financial aid documents so that required documents be submitted as early as possible during the semesters.

**Improvement:** Several high schools have understood the importance of filling out FAFSA and have called to request for early FAFSA filling workshop at their schools. (08/23/2022)

**Descriptive Statistics** - Assessment Strategy 1.2. Office staff will contact the remaining Pell eligible students who did not attend the earlier office presentations to assist them complete and submit all required documents..

**Target:** 100% of the remaining Pell eligible students who did not attend previous office presentation will complete and submit required documents and receive their Pell Grant awards.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

100% of Pell eligible students who completed and submitted their financial aid documents by the deadline of submission of documents and were awarded during Fall 2021 and Spring 2022 semesters. (07/20/2022)

**Improvement Plan:** Make notifications and reminders through students' MyShark accounts to ensure students are reached in a timely manner.

**Improvement:** Several students have demonstrated awareness of their financial status by confirmation with financial aid the status that they see in their MyShark account. (08/23/2022)

**Descriptive Statistics** - Assessment Strategy 1.3. National Campus staff to use Federal Student Aid systems to originate & disburse, transmit and download students' Pell records to award Pell grant to eligible students with no unsubstantiated amount reported by the US Department of Education by the end of 2021-2022 award year.  
**Target:** 100% of completed records disbursed and awarded with no reported year-to-date unsubstantiated amount at the end of the 2021-2022 school year.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

Year-to-date disbursement report from Financial Aid EDExpress system matches with that of COM-FSM SIS and US Department of Education COD system with clear and no unsubstantiated amount reported by the COD system at the end of 2021-2022 school year. (07/20/2022)  
**Improvement Plan:** Financial Aid office and Business office will work together to ensure timely reconciliation of transfer payments.

**Improvement:** Collaboration began between business office and financial aid during the 2021-2022 school year and have improved reconciliation of disbursement records and awards. (08/23/2022)

**2021-2022 EMSS FAO Outcome 2 -**

**Students perceptions and satisfaction on programs and services provided** - Process financial aid awards in a timely-manner (shortened turn-around period) to ensure students received financial aid needed to pay for educational supplies and resources.  
**AUO Status:** Active  
**AUO Assessment Cycle:** 2021 - 2022  
**Start Date:** 10/01/2021  
**Inactive Date:** 09/30/2022

**Survey** - Assessment Strategy 2.1. Process financial aid awards in a timely-manner (shortened turn-around period) to ensure students receive financial aid needed to pay for educational supplies and resources.  
**Target:** 90 % of students will indicate positive perception on the accuracy of the awards received from the office.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

From the collected satisfaction survey during the 2021-2022 school year a total of 93 students completed the survey. Out of the 93 students completed the survey 89 (95%) strongly agree or agree that awards were delivered accurately and professionally. (08/08/2022)  
**Improvement Plan:** Even though the target was met for this outcome, the response rate may not provide a true representation of the entire national campus student population. Therefore, for 2022-2023 school year, Financial Aid will make an effort to get a more reliable sample by proper statistical sampling formula.

**Improvement:** Students are now able to see and monitor their pell grant award through their MyShark accounts. (08/23/2022)

**Related Documents:**

[FAO Student Satisfaction Survey.pdf](#)  
[Survey Result1.jpg](#)

**Survey** - Assessment Strategy 2.2. Provide easy-access to all required financial aid forms and information including promissory note to ensure easy access to financial aid materials to all students.  
**Target:** 90% of students who

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

From the collected satisfaction survey during the 2021-2022 school year a total of 93 students completed the survey. Out of the 93 students completed the survey 85 (91%) strongly agree or agree that financial aid forms were always available and easily accessed. (08/11/2022)

**Improvement:** Students have started to utilize forms available online such as verification form, COM-AFA and pre-application for work-study. (08/23/2022)

completed the survey will indicate positive satisfaction on financial aid information accessibility and ease of obtaining forms and other relevant financial aid information.

**Notes:** Director of FAO to work with the Director of IT to obtain students email accounts and set up FAO survey on google workspace. This work should commence during fall 2021

**Improvement Plan:** Even though the target was met for this outcome, the response rate may not provide a true representation of the entire national campus student population. Therefore, for 2022-2023 school year, Financial Aid will make an effort to get a more reliable sample by proper statistical sampling formula. Also, financial aid still prints out forms for many students, resulting in high traffic of students during registration and first week of instruction. Therefore, more awareness to students should be encouraged.

**2021-2022 EMSS FAO Outcome 3 - SEG Work-Study Program - (College-Wide)** Students shall exhibit and/or acquired transferred job skills and experience, demonstrate knowledge and/or awareness about the work-study programs including its requirements for and processes involved.

**AUO Status:** Active

**AUO Assessment Cycle:** 2021 - 2022

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

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

**Survey - Assessment Strategy 3.1 (College-wide) Work-Study Coordinator,** assisted by Financial Aid staff from the state campuses to oversee effective administration of the program at their locations. For example timeliness of workshops conducted, applicants placement, and participants received compensations in timely manner.

**Target:** 85% positive rating of the administration of the Work-Study at all campuses from students' perspective and their supervisors that the work-study is worthwhile.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

In Fall 2021 semester, out of the 187 who completed the exit survey, 120 strongly agree and 63 agree that the work-study is worthwhile. A total of 183 out of 187 (98%) indicated that the work-study is worthwhile.

In Spring 2022, out of the 156 who completed the exit survey, 106 strongly agree and 41 agree that the work-study is worthwhile. A total of 147 out of 156 (94%) indicated that the work-study is worthwhile.

Target was met for both Fall 2021 and Spring 2022.

(08/11/2022)

**Improvement:** Graduated work-study students placed at their work-study sites have now become regular employees at these sites. These include but not limited to those working at the hospital as nurses and those working at several elementary schools as teachers. (08/23/2022)

**Exam/Quiz - Standardized - Assessment Strategy 3.2.** Conduct SEG Work-Study workshops in August 2021 and January 2022 with focus on policies and regulations including procedures relating to the program with emphasis on accountability.

**Target:** 85% of the participants who took the quiz at the end of the workshops administered based on the Work-Study Coordinator's

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

During Fall 2021 August work-study workshop on policies and regulations of the work-study program, there were 103 participants. Out of the 103 participants, 103 (100%) scored at least 80% on the quiz based on the information presented during the workshop.

During Spring 2022 January work-study workshop on policies and regulations of the work-study program, there were 76 participants. Out of the 76 participants, 75 (98%) scored at least 80% on the quiz based on the information

**Improvement:** Students who already participated and continuing in the work-study within the same academic year no longer need to attend the work-study workshop at the beginning of the semester.

Communication has improved through the use of zoom appointments and financial aid virtual office. (08/23/2022)

presentation on policies, procedures and program expectations will score at least 80%.

presented during the workshop.

Target met for both Fall 2021 and Spring 2022 semester. (08/11/2022)

**Improvement Plan:** Even though the target is met participation on the workshop quiz should be expanded to other state campuses. This should be implemented in 2022-2023. School year.

**Related Documents:**

[Fall 2021 quiz.jpg](#)

[Spring 2022 Quiz.jpg](#)

**Descriptive Statistics** - Assessment Strategy 3.3. Processing SEG Work Study Payroll on timely manner so students receive their compensation and able to report to their work site on regular basis.

**Target:** 90% positive rating from students about the effectiveness of work study in assisting them with learning some job skills.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

In Fall 2021 semester, out of the 187 who completed the exit survey, 142 strongly agree and 41 agree that they gained work experience from the work-study program. A total of 183 out of 187 (98%) indicated a positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency.

In Spring 2022, out of the 156 who completed the exit survey, 116 strongly agree and 31 agree that they gained work experience from the work-study program. A total of 147 out of 156 (94%) indicated a positive level of satisfactory resulting from the student perception that he or she has gained knowledge and working experience from the host agency.

Target was met for both Fall 2021 and Spring 2022. (08/22/2022)

**Improvement Plan:** To have work-study students to open their individual bank account for direct deposit of their pay checks to support and promote payments in a timely manner.

**2021-2022 EMSS FAO Outcome 4 - Financial Aid Literacy** - (National Campus) To extend financial aid literacy on financial aid policies and procedures to the College

**Descriptive Statistics** - Assessment Strategy 4.1 Collaborate with college counselors and academic advisors especially in terms of using financial aid data (or information)

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community, especially college counselors and academic advisors.

including awareness of financial aid eligibility requirements to inform effective academic advising.

**AUO Status:** Active

**AUO Assessment Cycle:** 2021 - 2022

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

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

**Target:** At least 85% of academic advisors indicate that they have learned more about the financial aid aspect of students progress which will help them in their advising sessions/meetings with their advisees.

**Survey -** Assessment Strategy 4.2.

Provide training to counselors and other Enrollment Management and Student Services (EMSS) staff on satisfactory academic progress, financial aid appeal and other relevant policies to help improve knowledge on financial aid issues.

**Target:** 100% of college counselors and other EMSS staff will pass a practical test after participating in the training on financial aid topics such as satisfactory academic progress, appeal and relevant policies and procedures.

**Reporting Period:** 2021 - 2022

**Target Met:** Yes

During Fall 2021, training on Satisfactory Academic Progress (SAP) review was conducted to counselors and several other EMSS staff. At the end of the training, a practical hands on exercise was done and at the end all participants too a short practical test on how to perform a SAP review on a student. 100% who participated passed this test.

**Improvement:** Counselors at National campus now having access to view the financial aid portal on SIS to expand their services to assist students with financial aid status and their appeal applications. (08/23/2022)

(08/22/2022)

**Improvement Plan:** To sustain this level of achievement, financial aid will continue to use this assessment strategy and to continue to provide refresher training workshop to all counselors.

**2022-2023 EMSS FAO Outcome 1 -**

**Title IV Administration:** - (College-Wide) Financial Aid Office (FAO) will award 100% of COM-FSM Pell eligible students in a timely manner to student support learning.

**AUO Status:** Active

**AUO Assessment Cycle:** 2022 - 2023

**Start Date:** 09/01/2022

**Descriptive Statistics -** Assessment

Strategy 1.1 Reach out to students during orientation and registration and provide financial aid presentation and information sharing about Title IV Program so students will understand to complete FAFSA and submit required documents on time

**Target:** 100% of Pell eligible students who completed and submitted their financial aid documents on time will be awarded

**Descriptive Statistics -** Assessment

Strategy 1.2. Office staff will contact the remaining Pell eligible students who did not attend the earlier office presentations to assist them complete and submit all required documents.

**Target:** 100% of the remaining Pell eligible students who did not attend previous office presentation will complete and submit required documents and receive their Pell Grant awards.

**Descriptive Statistics - Assessment Strategy 1.3** National Campus staff to use Federal Student Aid systems to originate & disburse, transmit and download students' Pell records to award Pell grant to eligible students with no unsubstantiated amount reported by the US Department of Education by the end of 2022-2023 award year.

**Target:** 100% of completed records disbursed and awarded with no reported year-to-date unsubstantiated amount at the end of the 2021-2022 school year.

**2022-2023 EMSS FAO Outcome 2 - (National Campus) Students perceptions and satisfaction on programs and services provided: -**

Process financial aid awards in a timely-manner (shortened turn-around period) to ensure students received financial aid needed to pay for educational supplies and resources.

**AUO Status:** Active

**AUO Assessment Cycle:** 2022 - 2023

**Survey - Assessment Strategy 2.1**

Process financial aid awards in a timely-manner (shortened turn-around period) to ensure students receive financial aid needed to pay for educational supplies and resources.

**Target:** 90 % of students completing the survey will indicate positive perception on the accuracy of the awards received from the processing of award by financial aid office.



**Start Date:** 09/01/2022

**Inactive Date:** 08/31/2023

**Survey -** Assessment Strategy 2.2.

Provide easy-access to all required financial aid forms and information including promissory note to ensure easy access to financial aid materials to all students.

**Target:** 90% of students who completed the survey will indicate positive satisfaction on financial aid information accessibility and ease of obtaining forms and other relevant financial aid information.

**Notes:** Director of FAO to continue work with the Director of IT to obtain students email accounts and set up FAO survey on google workspace.

**2022-2023 EMSS FAO Outcome 3 - SEG Work-Study Program -** College-Wide) Students shall exhibit and/or acquired transferred job skills and and/or awareness about the work-study programs including its requirements for and processes involved.

**AUO Status:** Active

**AUO Assessment Cycle:** 2022 - 2023

**Start Date:** 09/01/2022

**Inactive Date:** 08/31/2023

**Survey -** Assessment Strategy 3.1 (College-wide) Work-Study Coordinator, assisted by Financial Aid staff from the state campuses to oversee effective administration of the program at their locations. For example timeliness of workshops conducted, applicants placement, and participants received compensations in timely manner.

**Target:** 85% positive rating of the administration of the Work-Study at all campuses from students' perspective and their supervisors that the work-study is worthwhile.

**Exam/Quiz - Standardized -**

Assessment Strategy 3.2. Conduct SEG Work-Study workshops in August 2022 and January 2023 with focus on policies and regulations including procedures relating to the

program with emphasis on accountability.

**Target:** 85% of the participants who took the quiz at the end of the workshops administered based on the Work-Study Coordinator's presentation on policies, procedures and program expectations will score at least 80%.

**Descriptive Statistics - Assessment Strategy 3.3 Processing SEG Work Study Payroll** on timely manner so students receive their compensation and able to report to their work site on regular basis.

**Target:** 100% of received work-study time sheets received on every due date will be processed and entered on the payroll for issuing of work-study pay checks to students in a timely manner.

**2022-2023 EMSS FAO Outcome 4 -**

**Financial Aid Literacy - National Campus)** To extend financial aid literacy on financial aid policies and procedures to the College community.

**AUO Status:** Active

**AUO Assessment Cycle:** 2022 - 2023

**Start Date:** 09/01/2022

**Inactive Date:** 08/31/2023

**Descriptive Statistics - Assessment Strategy 4.1** Collaborate with college counselors and academic advisors especially in terms of using financial aid data (or information) including awareness of financial aid eligibility requirements to inform effective academic advising.

**Target:** At least 85% of academic advisors indicate that they have learned more about the financial aid aspect of students progress which will help them in their advising sessions/meetings with their advisees.

**Descriptive Statistics - Assessment Strategy 4.2.** Provide training to counselors and other Enrollment

Management and Student Services (EMSS) staff on satisfactory academic progress, financial aid appeal and other relevant policies to help improve knowledge on financial aid issues.

**Target:** 100% of college counselors and other EMSS staff will pass a practical test after participating in the training on financial aid topics such as satisfactory academic progress, appeal and relevant policies and procedures.