

Department of Student Services
Report to the Board of Regents
 August 8, 2014 Meeting

ACJCC/WASC Standard IIB. Student Support Services

The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services.

COM-FSM Strategic Direction

Focus on student success. The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “access and success” with appropriate career pathways for learners (SD1).

COM-FSM Integrated Educational Master Plan. <http://www.comfsm.fm/vpia/misc/IEMPSheet.pdf>

- SS1. Marketing and recruitment. Create, improve and implement a process to increase recruitment of nontraditional students into programs (2.3).
- SS2. Student progression. Strengthen support mechanisms for at-risk students and improving progression (2.2). Formalize collaborative and integrated process with program faculty and students for counseling and tutoring assistance (2.3). Develop and implement a student services staff development plan directed at supporting student success (2.4). Develop and implement a comprehensive student life program that focuses on student development and leadership, obtaining ILOs, and increasing opportunities for cultural diversity (2.5). Enhance the timeliness of advising and referrals by adopting a computer software program to coordinate and integrate faculty advising program with counseling and tutoring programs (2.6).
- SS3. Career services. Formalizer a career counseling and job placement (2.8).
- SS4. Admissions, registration and matriculation. Review and update the COM-FSM entrance test for validity, security, standardization of testing procedure and entrance criteria (5.4).

Accomplishments and Outcomes

Summer 2014 Pell Awards

The college’s Financial Aid Office (FAO) reported 272 Pell grant recipients during Summer 2014 who were awarded \$ 375,934.00 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4). Table below shows the distribution by campus.

Table 1.0. Summer 2014 Pell recipients and amount of Pell awarded by campus

Campus	Summer Enrollment	Pell Recipients	Recipient in % of Enrollment	Pell Award in US\$
National	437	129	29.52%	143,599.00
Pohnpei	219	97	44.29%	107,282.00
Chuuk	136	30	22.06%	68,520.00
Kosrae	111	16	14.41%	21,876.00
Yap	95	27	28.42%	34,657.00
Total	998	299	29.96%	375,934.00

Supplemental Educational Grant

FAO also reported awarding \$20,387.00 of Supplemental Educational Grant (SEG) to 58 during Summer 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Other Scholarships

Table below shows the distribution of recipients and amount of scholarship assistance received from state and the FSM national governments during the month of May 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Table 2.0. Recipients and amount of scholarship assistance received
May 2014

Scholarship	Recipients	Awards in US\$
Chuuk State	6	3,352.00
Kosrae State	1	1,250.00
Yap State	0	0.00
FSM National	1	1,000.00
Total	8	5,602.00

SEG and US Veteran Affairs Work-Study

Table below shows the distributions of recipients and amount of earnings received from the SEG and US Veteran Affairs work-study programs, as of May 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Table 3.0. SEG and US Veteran Affairs work-study recipients and earnings in US\$ received

Campus	SEG Work-Study Program		US Veteran Affairs Work-Study Program	
	Recipients	Earnings in US\$	Recipients	Earnings in US\$
National	298	53,901.00	7	12,629.50
Pohnpei	200	38,796.25		
Chuuk	32	5,013.75		
Kosrae	24	4,300.00		
Yap	36	6,588.75		
FSM FMI	53	10,092.50		
Total	643	118,692.25	7	12,629.50

Tutoring Services

Lead counselor at the college's national campus reported that A+ Center had contracted for Summer 2014 five tutors in multiple subject areas that include Math, English, Natural Science, Education, Computer and Information Technology, and Accounting.

Summer 2014 tutoring schedule was sent to faculty members for their information. 21 students were tutored in Math, English, Natural Science, Education, Computer and Information Technology, and Accounting (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

End-of-Summer 2014 Academic Standing

Table below shows the distributions in headcount of students who are in (a) good academic standing, and (b) not in good academic standing as of end-of-Summer 2014 session. According to the 2013-2014 COM-FSM General Catalog, “good academic standing is defined as having a cumulative grade point average (GPA) of 2.00 and above” (p. 121). (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Table 4.0. End-of-Summer 2014 academic standing in headcounts and by campus

Campus	Summer Enrollment (n)	Good Academic Standing		Not in Good Academic Standing	
		Count	Count % of n	Count	Count % of n
National	437	408	93.36%	29	6.64%
Pohnpei	219	205	93.61%	14	6.39%
Chuuk	136	127	93.38%	9	6.62%
Kosrae	111	90	81.08%	21	18.92%
Total	903	830	91.92%	73	8.08%

The figures in the above table do not include end-of-Summer 2014 academic standing for Yap Campus. The campus’ Summer 2014 sessions ends July 28-29, 2014, and final grades are due from instructors, July 31, 2014; as such, as of report the Summer 2014 academic standing figures for Yap Campus were not available. Table below shows the comparison between the Summer 2013 and Summer 2014 academic standing in percent of enrollment by campus.

Table 5.0. Summer 2013 and Summer 2014 academic standing in percent of enrollment by campus

Campus	Summer 2013			Summer 2014			Increase (Decrease) % in good standing)
	Enrollment	Good standing in % of n	Not in good standing in % of n	Enrollment	Good standing in % of n	Not in good standing in % of n	
National	549	90.52%	9.47%	437	93.36%	6.64%	3.09% Increase
Pohnpei	206	91.26%	8.74%	219	93.61%	6.39%	2.54% Increase
Chuuk	204	88.73%	11.27%	136	93.38%	6.62%	5.11% Increase
Kosrae	150	84.00%	16.00%	111	81.08%	18.92%	3.54% Increase
Total	1,109	89.45%	10.55%	903	91.92%	8.08%	2.72% Increase

EducationUSA

Counselor Mike Ioanis attended the EducationUSA Forum last June 23-25, 2014 in Washington, DC. Designed for international admission and enrollment management professionals at U.S. colleges and universities, the forum offered practical information and strategies to help participants expand their international student recruitment. Eight universities expressed interest in accepting Micronesian students and as transfer destinations for COM-FSM students (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Early Registration for Fall 2014 Semester

The college early registered last July 7-11, 2014, 806 headcount students with 9,296.5 registered credits (or 774.71 full-time equivalent students). ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

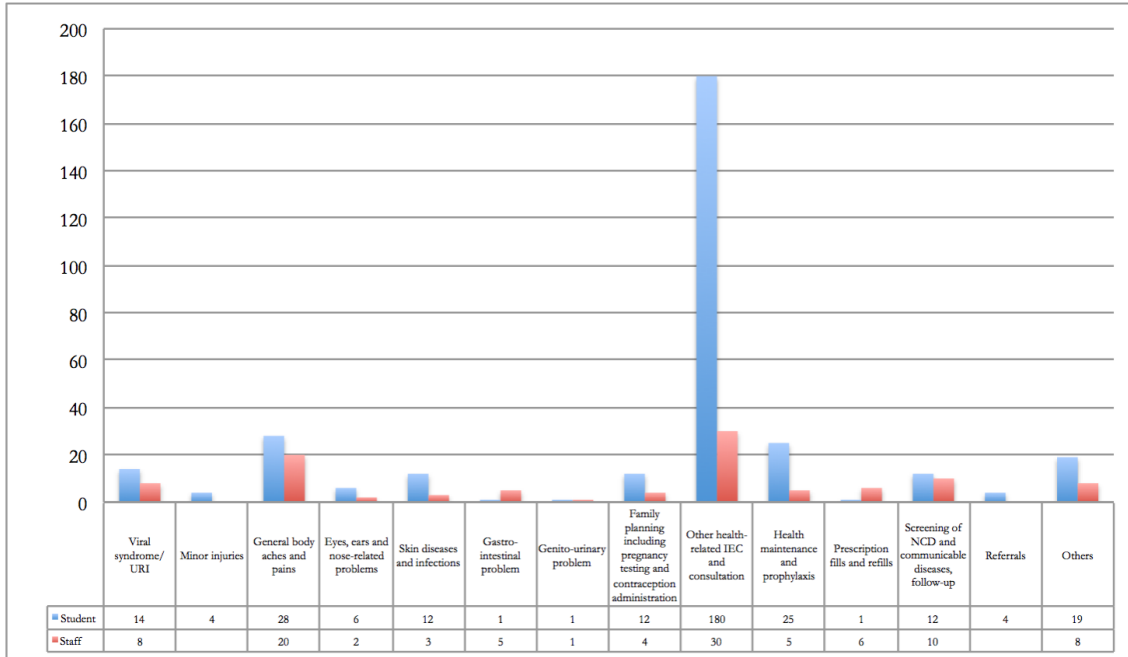
Table 6.0. Fall 2014 early registration in headcounts, registered credits and full-time equivalent students.

Campus	In headcounts	Registered Credits	FTEs
National	462	5,734	477.83
Pohnpei	252	2,601.5	216.79
Chuuk	36	364	30.33
Kosrae	9	88	7.33
Yap	47	509	42.42
Total	806	9,296.5	774.71

Health Services

The college’s National Campus nurse reported 421 recorded visits by students and staff to the dispensary during the month of June 2014. Chart below shows the frequency distributions by type of visit (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Chart 1.0. Frequency distributions by type of visit to the dispensary during the month of June 2104 (N=421)



Of the 421 recorded visits, 319 (or 75.77%) and 102 (24.23%) were students and staff, respectively. The foregoing chart shows that “other health-related IEC and consultation” had the highest frequency count (210 or 49.88% of 421) followed by “general body aches and pains” and “health maintenance and prophylaxis.”

Measles: Emergency Management Committee

The campus nurse at the college's national campus participated in meetings organized by Pohnpei State's Emergency Management Committee which was in response to the measles outbreak in Kosrae State and reported confirmed cases on Pohnpei.

MMR vaccinations were organized during the months of June and July 2014. 138 students, and 79 faculty and staff received MMR vaccinations. Of the 138 students, 54 were residents of the college's residence halls, and 84, off-campus students (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Student Life: Fall 2014 Orientation

Tasked by the acting VP for Student Services, Director of Student Life organized several meetings in preparation for the August 4-7, 2014 orientation for incoming new and transfer students (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Peer Advisors (Orientation Leaders) Training

A training for peer advisors (orientation leaders) has been scheduled on July 31 to August 1, 2014. These peer advisors (or orientation leaders) will be providing assistance during the orientation week including the registration of incoming new and transfer students, August 8, 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

College Visits

62 high school sophomores and participants of the GEAR-UP program including 11 program staff visited the college's national campus last June 27, 2014. An orientation about the college, its curricular programs and support services and facilities including admissions criteria and requirements was organized for the participants. (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

The 62 GEAR-UP participants were submitted to a survey to determine the perceptions of the 62 GEAR UP participants about the orientation and their college visit. Results of the survey are summarized as follows:

1. 62 (or 100%) of the participants expressed agreement that they felt welcome by college's staff during their college visit.
2. 56 (or 90%) of the participants expressed agreement that (a) they found the orientation provided by college staff very informative; (b) the information presented during the orientation was clear and understandable; (c) the campus tour was an enjoyable experience; (d) the tour provided them more information about the college, in general, and the national campus, in particular; (e) the tour guides were very helpful; and (g) others.
3. The survey also included an open-ended question allowing participants to share their general comments and views about the orientation, the college, and their visit.

June 2014 Basketball Volunteers Training and routine services

The college's Sports and Recreation Coordinator at the national campus has been appointed facility and basketball manager for the 8th Micro Games. As such, he facilitated a basketball training to 10 staff and 20 students last June 13, 2014 (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Sports and Recreation also reported 79 recorded usages of the recreational center during the month of June. The 79 recorded usages included 24 (or 30.38%) and 55 (or 69.62%) male and female students, respectively.

Gym Renovation

The gym was officially-closed effective June 23, 2014 for major floor renovations and other repairs in preparation of the 8th Micro Games and opening of the Fall 2014 semester (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

Transcripts, Applications for Readmission, Second Degree, and Others

The Office of Admissions, Records and Retention (OARR) reported that during the months of May to July 2014 it processed and/or issued 257 academic transcripts and nine certificates of enrollment in support applications for admission to other higher education institutions, employment, scholarship assistance, and others of students, alumni and former students. Additionally, the office also received 45 and 13 applications for Fall 2014 readmission and admission to a second degree, respectively. (ACJCC/WASC IIB, SD1, IEMP SS2, SS4).

The office also reported over-the-counter services provided to 127 headcounts during the months of May and June 2014. These services included filing of applications for graduation, new admissions, readmissions, third-year programs, grade and IDP change, transcript requests, course withdrawals and substitutions, and requesting degree audits, and others.

Registration for Fall 2014 Semester

In collaboration with other departments and support units involved in the registering students, the department had scheduled the following college-wide activities: ACJCC/WASC IIB, SD1, IEMP SS2, SS4)

August 4-7, 2014	Orientation for incoming new and transfer students including returning students
August 8, 2014	Registration for incoming new students
August 11-14, 2014	Regular registration for all students
August 15-20, 2014	Late registration
August 18, 2014	First day of instruction
August 18-20, 2014	Add and drop period