

Governance Summit

05 January 2016

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“Success consists of going from failure to failure without loss of enthusiasm.” —Winston Churchill

Hot topics

- Focus on student success
- Feedback on course evaluations, we never get feedback on these to know how we are doing in teaching the courses.

Questions

- I do not understand why only approved minutes can be posted, why not raw minutes?

Comments

- On wiki, it is difficult to search minutes for a specific topics, e.g., *Shuttle Bus Fee*. An index would help greatly, but that would also create a lot of additional work.
- The Powerpoint slides are not clear. Not readable!
- Have built in breaks.

Reminder

- Recommendations made to improve BP 2200 and AP2200 received from:
 - FCE
 - ICT
 - FC
- Other committees be sure to submit your recommendations so that they are captured in the summit report and inform improvements.

Connecting Stories

- Form groups of 6-8
- Have post it notes and pens ready
- Goal: connect mini stories in an interesting way (longest and most interesting connected story chain)
- Each person must share at least one item that connects to the other mini stories.

Outcomes

- Demonstrate awareness of the college priority and strategic direction to *Focus on Student Success*.
- Demonstrate awareness of the *Quality Focus Essay* presented in our Self Evaluation Report that is also focused on student success.
- Demonstrate awareness of the Mini-Work Plan
- Demonstrate awareness of the Foundations of Excellence (FoE).
- Discuss and commit to ways in which you can improve student success over the next three years.
- Discuss ways in which your committee can play a role to improve student success.
- Demonstrate awareness of the work conducted by the Core Values Working Group.
- Discuss COM-FSM Core Values, their meaning, and their purpose.
- Provide constructive input to the final Core Values to be presented to the Board of Regents and implemented March 2016.

Strategic Directive

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.

Quality focus Essay (QFE)

- Accreditation changed to 7 year cycle
- Institution identifies 2-3 priorities to focus on for improvement between now and midterm (year four).
- These are referred to as **Action Projects** (AP)
- COM-FSM had already identified student success as its über priority and this was carried over to the QFE.

QFE

- Student success is in everyone's best interest.

Quality focus Essay (QFE)

- Next to last section in the Self Evaluation Report (pp. 310-315).
- Please take the time to read this section and examine the electronic links within this section of the report.

Quality focus Essay (QFE)

- Overarching focus:

Student

Completion and

Success

QFE AP Outcomes

- Increase course completion rates;
- Increase retention rates;
- Improve degree audit;
- Increase persistence rates;
- Increase student learning;
- Improve first-year student experience;
- Improve passing grade rates (A, B, C, or pass);
- Increase graduation rates and decrease time to completion;
- Increase faculty and staff involvement in student success efforts; and
- Redesigned gateway courses.

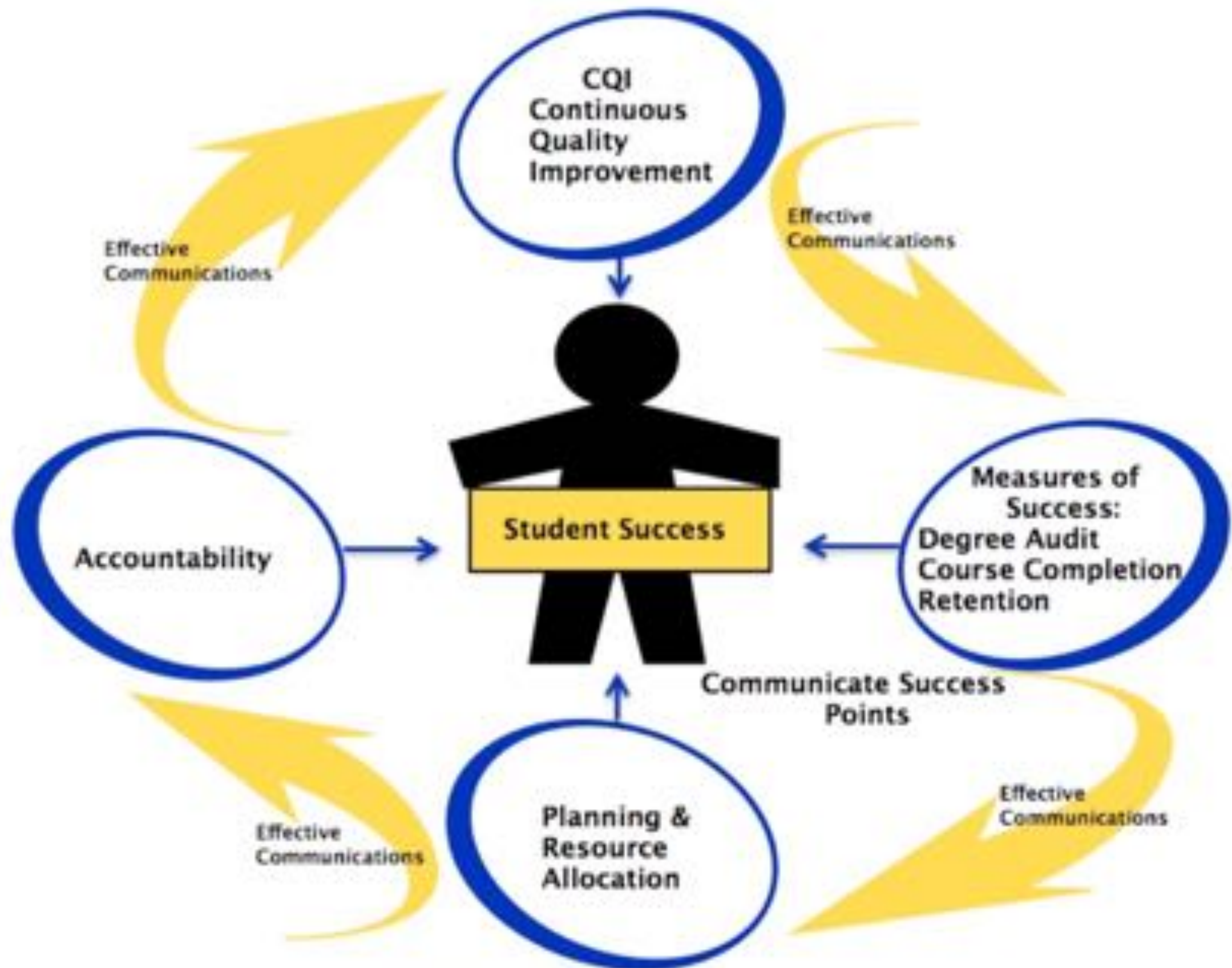


Figure 1. College of Micronesia-FSM's focus on student success.

Presentation by VPEMSS

Joey Oducado

Mini-Work Plan

- Course Completion,
- Retention, and
- Degree Audit.

Eye Contact Partners

- Stand up.
- Frankie gives the signal: “**Ready, set, look**” you look across the room
- As soon as your eyes meet another, go and stand with that person.
- You **CAN NOT switch** once you make eye contact.
- You can stand or sit with your partner.
- **Take turns sharing your thinking about improving Student Success, and what you can and will commit to over the next three years.**

Committee Roles in Student Success

- Discuss ways in which your committee can play a role to improve student success.
- Then select the top 1 or 2 upon which you have committee consensus and are willing to commit.
- Be ready to report out on those top 1-2 commitments.

Airplanes

1. What is a barrier to student success?
2. How can that barrier be eliminated?

Anonymous

Student Success Commitment Examples and Non-Examples

Examples

Non-Examples

Core Values Working Group

- Member introduction
- First meeting 09 September 2015
- Target completed Core Values for presentation at March Board of Regents meeting.

VALUES

Learner-centeredness Learners are our primary focus and we provide quality instruction and services in a nurturing and safe environment.

College of Micronesia-FSM General Catalog 2012-2013

Professional behavior We are competent, service-oriented professionals with a commitment to life-long learning and a commitment to provide excellent and exemplary service to students, colleagues and the community.

Innovation We provide a dynamic, creative, up-to-date, and innovative environment to allow the college community to function effectively in a global economy.

Honesty and Ethical Behavior We are honest and abide by the COM-FSM code of Ethics in all our personal and professional interactions to create and maintain trust and unity among ourselves and with our community.

Commitment and Hard Work We commit and invest our time, energy and resources to create a rigorous, high-quality learning environment.

Teamwork We live in a community where collaboration, open-mindedness, respect and support for each other helps us achieve our mission.

Accountability We are responsible for and accountable in our daily activities to our partners and the community we serve. We comply with all applicable regulations and use our resources efficiently and effectively to maintain a high level of trust and confidence.

A word cloud featuring several prominent terms in various colors and orientations. The largest word is 'communication' in dark blue. Other large words include 'participatory governance' in dark red, 'empowerment' in yellow, 'students' in green, and 'innovation' in dark red. Smaller words include 'diversity', 'collaboration', 'community', 'culture', 'respect', 'accountability', 'learning centered', 'quality', 'teamwork', 'contribution', and 'community'. The words are arranged in a roughly horizontal line, with some overlapping.

communication
participatory governance
empowerment
students
innovation
diversity
collaboration
community
learning centered
quality
culture
teamwork
respect
accountability
contribution

Core Values Working Group

CMI Core Values

Balance (*Jokkum wdt juon*): CMI works to help its students and employees lead balanced lives, by teaching how to possess physical, mental, and spiritual wellness.

Communication (*Kónono lppán doon im bók an doon jómgak*): CMI expects its students and employees to respectfully share ideas with others, regardless of difference in opinions or viewpoints. These are the traits of good communication, which is critical for learning, teamwork, and success for individuals and the College.

Excellence (*Jimwe, Jejet im Wánók*): CMI expects its students and employees to work toward superiority and strive for the best. When we finish a task, we should ask ourselves, "Have I done everything possible to make this the best that I have ever done?" If I have not, then I have not finished the task.

Honor or High Character (*Juon eo ewór lóke im moof lppáer*): CMI acknowledges the importance of having students and employees of high honor and high character, which result from developing personal integrity, a delicate quality that, once lost, is almost impossible to regain.

Lifelong Learning (*Juon eo im ejjab bójrak an pukot jellókjen*): CMI encourages its students and employees to develop a desire for education as a means of putting forth effort to reach goals. Lifelong learning should involve seeking and undertaking professional development opportunities, obtaining knowledge of other cultures, and becoming a well-rounded person.

Respect (*Kautie*): CMI expects its employees to be respectful and tolerant of others. We are all members of the community of the Earth.

Core Values Working Group

- Reviewed existing values and values articulated in 2013 to consider what has previously been expressed as important values.
- Examined models for how values are used and presented.
- Solicited input from constituents.
- Decided we wanted to see these values in our **ideal graduate** and our **ideal college employee**.
- Each campus submitted their top 15 core values

Core Values Working Group

Professional Development Office

[Home](#) > [Development's Core Values](#) >

Core Values List



The diagram illustrates the structure of the organization's core values. At the top center is a line-art icon of a building with a steeple. Below this icon, the words "CORE VALUES" are written in a large, bold, sans-serif font. Three green rectangular boxes are arranged around "CORE VALUES": "RESULTS ORIENTATION" on the left, "DONOR FOCUS" on the right, and "TEAMWORK" at the bottom. These three boxes are connected by a thin, light-colored oval line. Below the oval, the text "DEFINING PRINCIPLES" is centered. Underneath this text, there are three columns of bullet points, each containing three items.

RESULTS ORIENTATION

- Innovation
- Continuous Improvement
- Personal Learning

TEAMWORK

- Diversity
- Professionalism
- Fun

DONOR FOCUS

- Flexibility
- Excellence
- Efficiency

DEFINING PRINCIPLES

Core Values Working Group

Group Adopted this model

Best Practices

Each of these core values and principles embodies a set of best practices. These are presented in the following table.

Results Orientation

1. Set clear objectives for yourself and your job.
2. Prioritize work to achieve goals.
3. Evaluate progress toward the objectives.
4. Complete tasks and meet deadlines.
5. Get the job done despite obstacles and difficulties.
6. Accept responsibility with a "can do" attitude.

Excellence

1. Prepare thoroughly for each task.
2. Plan your work and anticipate potential problems.
3. Follow through on tasks and assignments.
4. Hold yourself to high standards of performance.
5. Strive to exceed goals.
6. Push yourself and others to excel.

Teamwork

1. Contribute fully to the activities of the team.
2. Step in and help out other team members when needed.
3. Share information and resources with team members.
4. Work out conflicts directly with the person involved.
5. Build a wide network of relationships throughout D&AR and the college.

Professionalism

1. Maintain confidentiality.
2. Speak the truth.
3. Limit personal business on the job.
4. Stay focused on work rather than getting distracted by gossip.

Donor Focus

1. Ask what the customer needs.
2. Listen attentively to what others are communicating.
3. Respond in a timely manner to customer requests.
4. Handle even difficult customer situations

Diversity

1. Respect personal differences and values.
2. Actively seek to understand others' point of view.
3. Consider other ideas open-mindedly.
4. Acknowledge the needs of others.

Core Values Working Group

- Group compared the top 15 values submitted from all campuses and looked for themes/categories.
- For example:
 - teamwork and collaboration
 - balance and self-control
 - honesty and trustworthiness

Chuuk Campus



Chuuk Campus

Best Practices

1. Advocacy

- As president Lincoln said, "...united we stand divided we fall...", we at COM-FSM need to join our hands together in order to be strong.
- We not only look out for our interest, but for the interest of us all.
- We don't settle for the less, but we strive for what is best.

2. Honesty

- Our great service is not just for people to see, but it is what we wholeheartedly and willingly do from the bottom of our very hearts.
- We give service not just to please others, but we do them because they are the right things to do.
- We give service not for selfish gain, but for the common good of the entire community.

Chuuk Campus

3. Cohesion

- We believe in community building where respect for one another is valued most
-
- We believe in community building where collaborations take the place of hates, killings, and wars
 - We believe in community building where acceptance is nurtured regardless of differences in races, cultures, colors, and even languages.

4. Accountability

- We are willing to take responsibility for our own actions
- We are willing to do our jobs more respectfully and honestly in order to achieve our ultimate goals.
- We willingly do our jobs in season and out of season, whether recognized or wrongly accused in order to achieve our goals.

5. Student Focus

- Our ultimate focus at COM-FSM community is students' learning success.
- Our strife for program improvements is the consequence of our sullen desire for students' success.
- We believe students' success = college's success.

Chuuk Campus

3. Cohesion

- We believe in community building where **respect** for one another is valued most
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- We believe in community building where **collaborations** take the place of hates, killings, and wars
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Kosrae Campus

1. Respect
2. High Educational Goals and Standards
3. Culture
4. Transparency
5. Effective Communication
6. Student-Centered
7. Creativity and Innovation
8. Collaboration
9. Teamwork
10. Accountability
11. Confidentiality
12. Participatory Governance
13. Diversity
14. Professional and Ethical Behavior
15. Safe, Healthy, and High-Quality Learning Environment

Kosrae Campus

- **Learner-Centeredness**

- a. Learners are our primary focus and we provide quality instructions and services in a nurturing, safe, and healthy environment.
- b. We are competent and service-oriented with a commitment to life-long learning and a commitment to provide excellent and exemplary service to students, colleagues and the community.
- c. We commit and invest our time, energy and resources to create a rigorous and high-quality learning environment.
- d. We provide a dynamic, creative, up-to-date, and innovative environment with high educational goals, standards and effective communication practices to allow and empower the college community to function effectively in a global economy.

[Commitment and Hard Work; Safe, Healthy, and High-Quality Learning Environment; Creativity and Innovation; High Educational Goals and Standards; Effective Communication; Empowerment]

Kosrae Campus

- **Professional Behavior**

- a. We are **honest** and we abide by the COM-PSM **code of ethics** in all our personal and professional interactions to create and maintain trust and unity among ourselves and with our community.
- b. We are responsible for and **accountable** in our daily activities to our partners and the community we serve.
- c. We comply with all applicable regulations and use our resources efficiently and effectively to maintain a high level of trust, transparency, and confidence.

[Honesty and Ethical Behavior, Accountability, Transparency, Confidentiality]

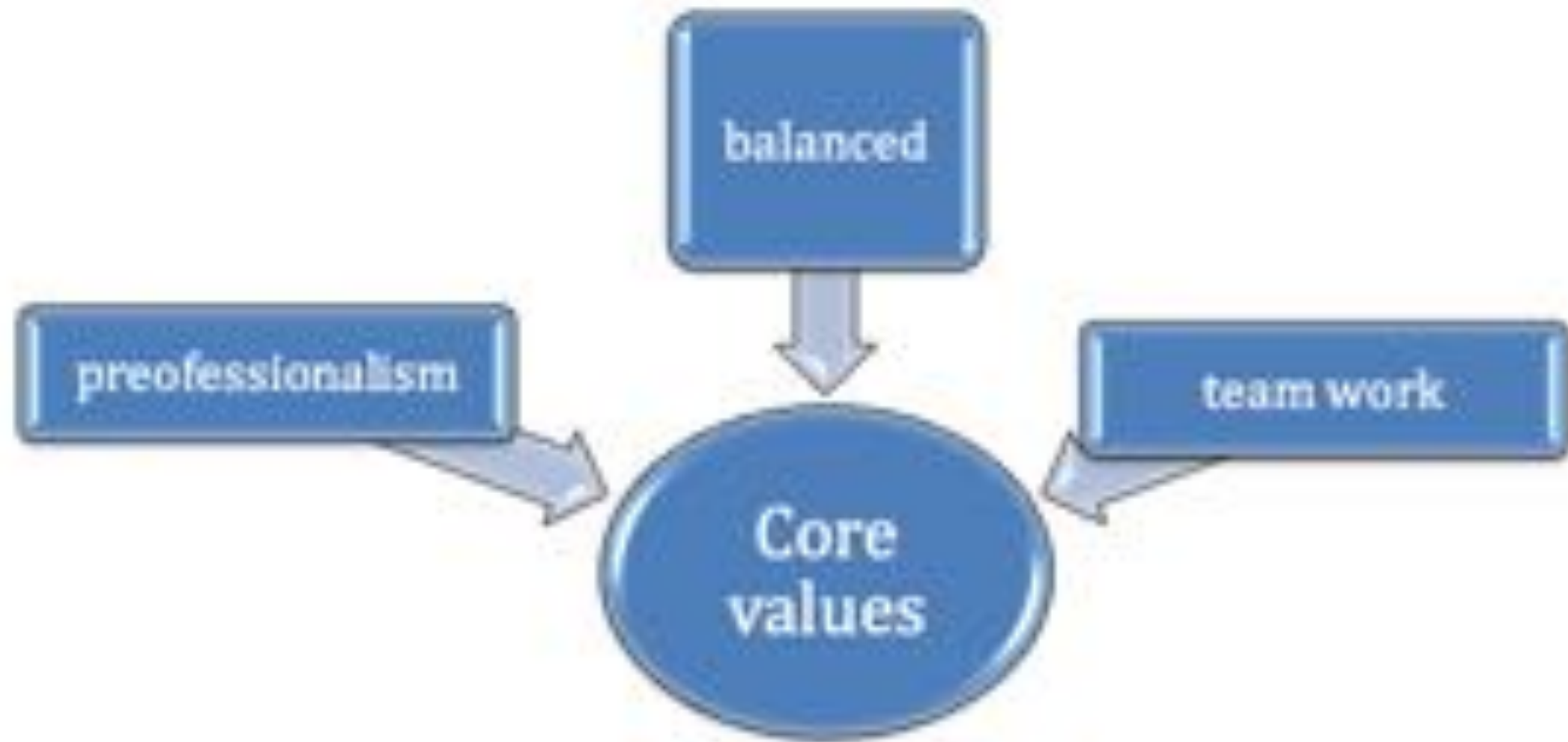
Kosrae Campus

- **Teamwork**

- a. We live in a community where cooperation, collaboration, participation, and open-mindedness help us achieve our vision.
- b. We live in a culture where respect and support for our cultural differences and diversity help us achieve our mission.

[Collaboration; Participatory Governance; Respect; Culture; Diversity]

Pohnpei Campus



Pohnpei Campus



Pohnpei Campus



Pohnpei Campus

Professionalism

- We are honest
- We are maintain confidentiality
- We are accountable
- We are committed

Learner-centeredness

- Prioritize pursuit of the mission
- We prioritize continuous improvement of our services to students.
- Provide nurturing and safe environment for learning.

Respect

- We respect each other
- We accept input from everyone
- We respect our individual talents and opinions

Teamwork

- Contribute fully to activities
- We value diversity
- Share information and resources
- Prioritize partnership and collaboration

Commitment

- We prioritize continuous improvement and best practices
- We proactively service our clients with dedication
- We are committed to our mission and goal

Communication

- We listen attentively
- We ask questions and directions
- We respond timely with diplomacy

Balance

- We promote and encourage physical, mental, and spiritual wellness.

Accountability

- We are accountable for our daily actions
- We are accountable for the resources we use.
- We are transparent

Customer service Our services are timely, responsive and proactive to meet the needs of our clientele.

- We always ask our clientele how we can render better services
- We always ask if all agreements are met and be open to suggestions.

National Campus

Cohesion, Consensus, Culture, and Community

Cohesion: We value group cohesion.

Consensus: We value agreement by consensus.

Culture: We value traditional culture and the diversity brought by the cultures at the college

Community: We value connections with the community

Yap Campus



Rooted in our cultural heritage as a voyaging society, the star symbolizes values that guide us toward achieving our mission. Central to our guiding values is commitment – we are committed to:

Yap Campus: Excellence

We are committed to high standards of performance and behavior. We provide quality in programs, services, staffing, and facilities for the best academic experience possible to every student. We recognize and celebrate excellence as part of our culture. We continuously improve to meet the standards to achieve and maintain our accreditation.

- **Results oriented**
We set clear objectives and conduct best practices to achieve our mission and goals, that is, the academic success of our students and the continued affirmation of accreditation of the College. We endeavor to achieve excellent results. We recognize and reward achievements and high performance.
- **Communication - receptive, openness, transparent.**
We are committed to a culture of communication where everyone has a right to be heard and has a responsibility to listen. We encourage a free, purposeful, and meaningful exchange of ideas with utmost respect. We communicate openly and transparently through appropriate channels/technology. We accept and embrace differing opinions respectfully and politely.
- **Creativity / innovation-**
We embrace new ideas and explore innovative ways of working. We strive to create workable ideas, and change or enhance our processes, programs, or services to address the needs of our community. We aim to exploit creativity and innovation to improve learning outcomes of our students.
- **Professionalism / Ethical Behavior-**
We value professionalism at all levels. We use the most appropriate knowledge, skills, and competencies in the performance of our work with dignity and integrity. We share our knowledge of best practices with colleagues to enhance the quality of our programs and services. We recognize the limits of our expertise, so we seek help from our colleagues or make referrals appropriately.

We recognize and honor our College policies, decisions, and rules. We respect the governing body and fellow employees. We adhere to our Code of Ethics.
- **Competence**
We pursue in-depth knowledge and expertise in and beyond the classroom to contribute to the development of the College, the Federated States of Micronesia, and world community. We continuously seek improvements, use appropriate technology, and engage in continuous professional development to be efficient, effective, and relevant to the times.

- **Balance - physical, mental, & spiritual wellness.**

We endeavor to develop the whole person—mind, body, and spirit. We believe that wellness and balanced lifestyle brings about high performance and productivity. We support activities and programs towards this endeavor.

- **Continuous improvement-**
We continuously assess/evaluate, develop, improve, and enhance our programs, policies, and services to ensure their effectiveness and relevance to the changing needs of our communities.

Yap Campus: Learner Centeredness

- Students are our first priority

Student-centered instruction places the student (learner) in the center of the learning process. The instructor provides students with opportunities to learn independently and from one another and coaches those in the skills they need to do so effectively.

Instruction focuses on learning as a holistic activity both in and out of the classroom. Design programs and services to foster growth and development. Committed to excellence in teaching.

- Lifelong Learning

It is the "ongoing, voluntary, and self-motivated" pursuit of knowledge for either personal or professional reasons. It enhances social inclusion, active citizenship, personal development, and self-sustainability.

- Continuous Improvement

Plan: Identify an opportunity and plan for change.

Do: Implement the change on a small scale.

Check: Use data to analyse the results of the change and determine whether it made a difference.

Act: If the change was successful, implement it on a wider scale and continuously assess your results. If the change did not work, begin the cycle again.

- Nurturing and safe environment for learning & productivity

A safe, supportive, and healthy environment conducive to learning fosters:

- Student learning & success
- Self-efficacy
- Personal growth & development
- Effective time management
- Participation in school activities.

Yap Campus

Leadership

The college will take the lead in post-secondary education in Micronesia by offering programs to assist and motivate students in achieving their educational and career goals.

We instill in our students aspirations and skills to become leaders in their respective lives.

- **Lead by example** –Our administration, staffs and faculty are role models of good leadership to students and the college community
- **Accountability & Stewardship** - We will take responsibility of our actions and we uphold outstanding stewardship of our students' academic performances and development through effective leadership in planning and management of resources
- **Goal oriented** – Our focus is student success and our students will develop the motivation and confidence to be responsible for their academic success and personal development
- **Visionary** –We envision a successful mission and we promise the college community a brighter future. We foster an environment for visionary thinking and encourage innovation.
- **Transparency** – We will demonstrate our ideas and actions to be in the best interest of the community we serve
- **Compassion** – We will display respect, empathy, and willingness to recognize cultural and individual differences

Yap Campus

Teamwork

COM-FSM is a team, united in its commitment to its mission, and working together towards a common goal. The team values and practice these characteristics:

- Participatory governance - Team members engage in purposeful dialogue and share in development of policies and procedures focused on achieving mission and goals.
- Collaboration & Cooperation – Team members work together in harmony.
- Mutual Respect - We respect each other as a valuable member of the team.
- Empowerment – each member of the team is entrusted to carry out their duties and responsibilities. Each one is a valuable and contributing member of the team.

Yap Campus

Community

We are a culturally diversified community committed to unity and interdependence based on mutual trust and respect. We value personal differences.

We are proactive in collaborating with our stakeholders to foster and facilitate positive changes and development.

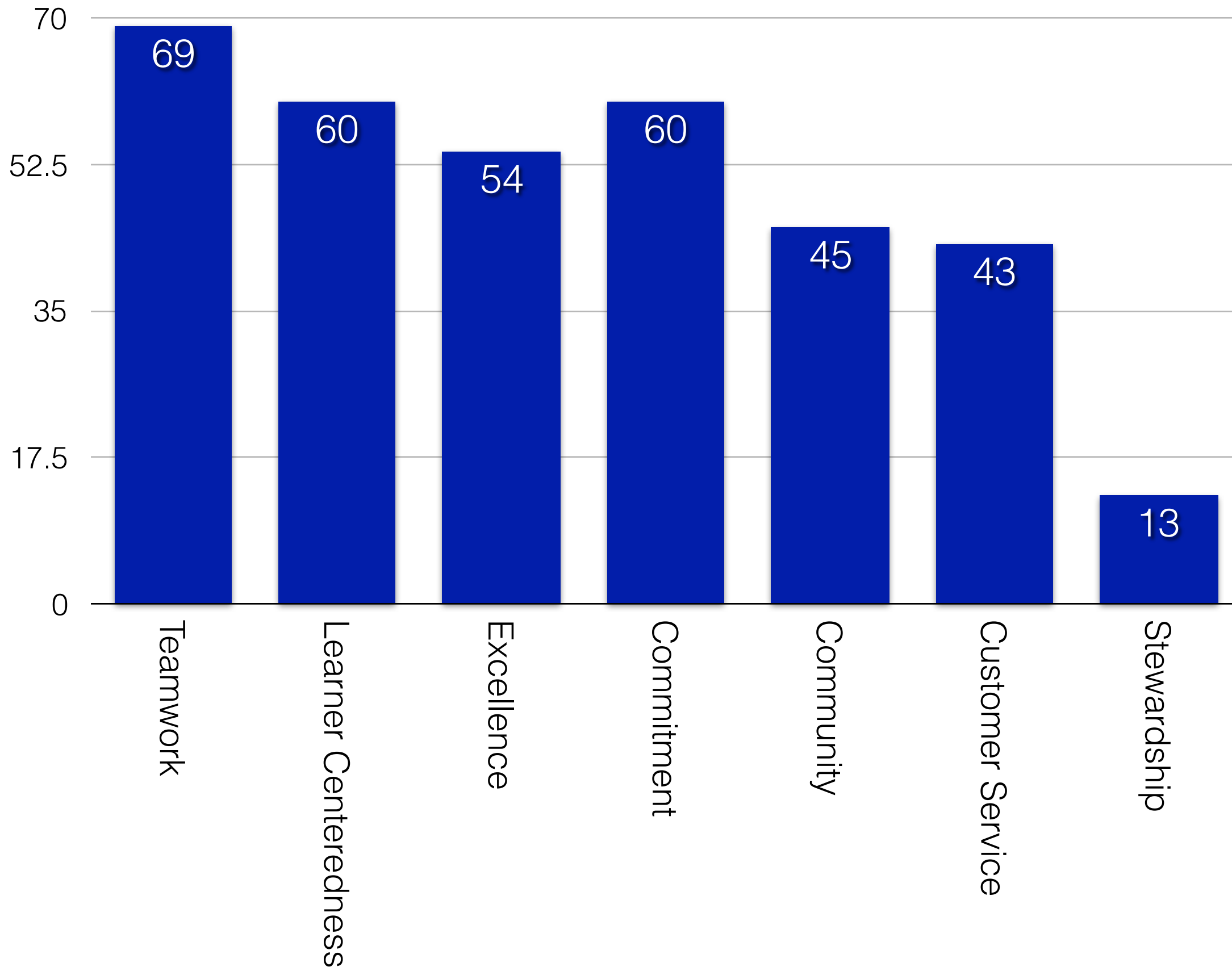
Core Values Working Group

- Part of the Working Group met following the December Board of Regents meeting to compare all campus submissions and again examine themes, models, and images.

Core Values Working Group

Excellence	Learner-Centeredness	Teamwork	Others
Professionalism	Life-long learning	Diversity	Stewardship
Ethical	Continuous Improvement	Collaboration	Commitment
Accountability	Nurturing	Cohesion	Customer Service
Confide	Safe environment	Participatory Governance	Community
Respect	Results oriented	Communication	
Balanced	High ed standards	Empowerment	
Transparency	High ed goals	Advocacy	
Leadership	Innovation ?	Consensus	
Competence	Creativity ?		
Best practices			
Honesty			
Confidentiality			

Core Values Working Group



Core Values Working Group

- Activity for collaborative and constructive input to inform final core values.