



College of Micronesia-FSM

YAP | CHUUK | POHNPEI | KOSRAE

INSTITUTIONAL EFFECTIVENESS & QUALITY ASSURANCE BOARD REPORT

APRIL

2026

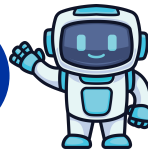
Prepared & Presented By:

GEE BING

HR DIRECTOR / INTERIM VP/IEQA

Layout By:
COMMUNICATIONS & MEDIA OFFICE

www.comfsm.fm



Executive Summary

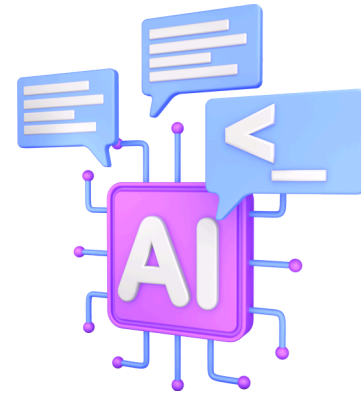
From January to April 2026, the Information Technology Department continued to strengthen COM-FSM's digital infrastructure, expand connectivity, enhance cybersecurity posture, and advance institutional systems in alignment with the COM-FSM 2025-2030 Strategic Plan. This quarter focused on execution and consolidation of prior investments, with significant progress in network modernization, system integration, cybersecurity improvements, PowerBI expansion, and AI implementation.

While improvements in reliability and system performance have been observed, ongoing challenges remain in external connectivity dependency, aging infrastructure, and staffing capacity.

Key Accomplishments

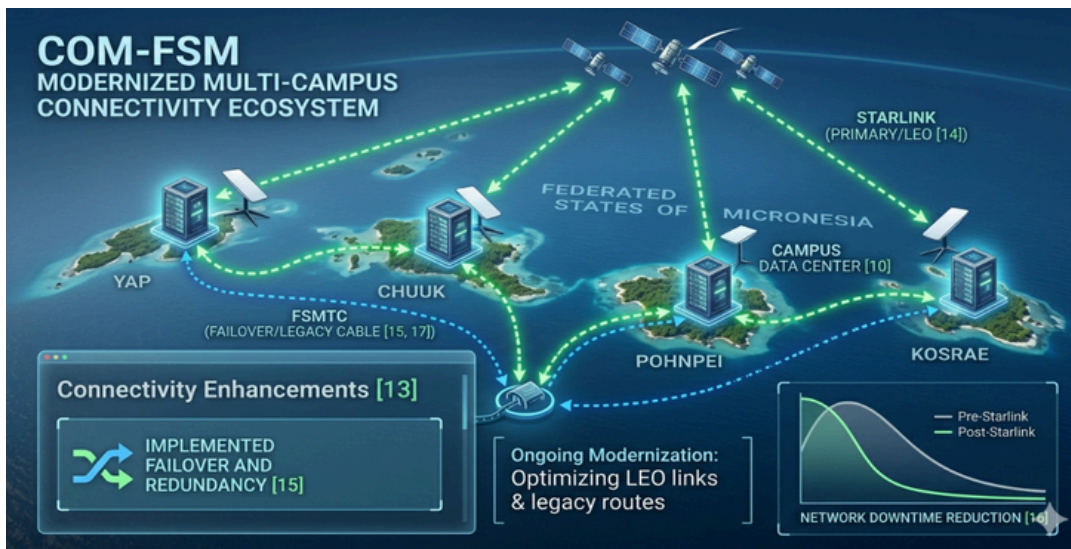
Network Modernization & Infrastructure Upgrades

- Continued replacement of legacy switches and network cabling, improving performance at priority campuses.
- Optimized newly installed gateway servers, improving network stability and security posture.
- Completed deployment and configuration of additional APC UPS units, significantly improving uptime and equipment protection.



Connectivity Enhancements & Starlink Deployment

- Continued rollout, setup, and optimization of Starlink terminals at the National Campus:
- Implemented improved failover and redundancy configurations between FSMTC and Starlink links.
- Reduced downtime impact through proactive monitoring and faster response to outages.
- Continued collaboration with FSMTC to address recurring connectivity disruptions.

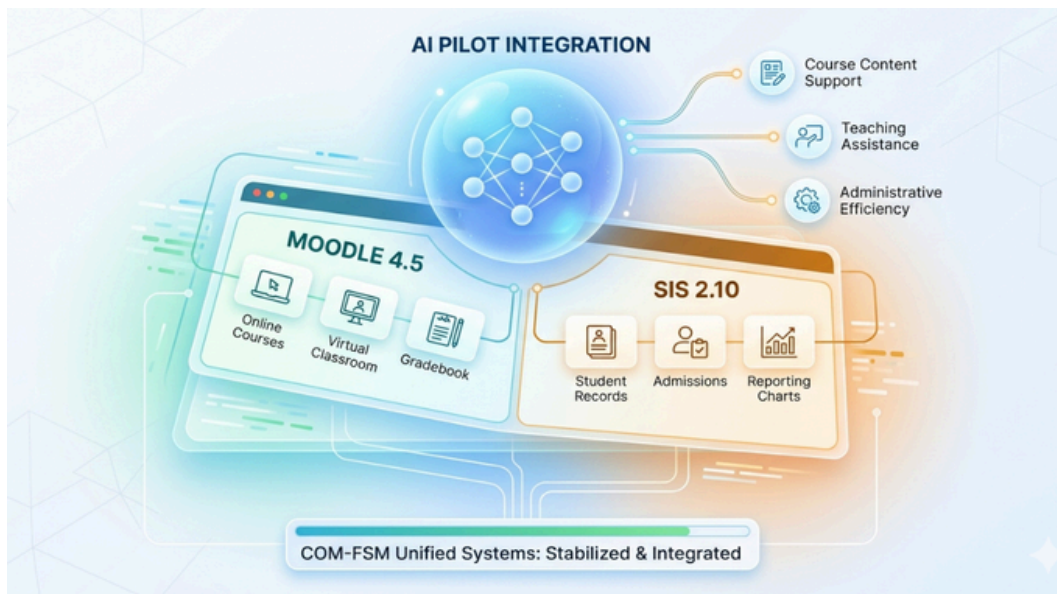


CONTINUATION ON PAGE 2

CONTINUATION FROM PAGE 1

SIS, Moodle & AI

- Continued enhancement and support of Moodle 4.5, including performance tuning and user support.
- Expanded AI pilot integration with Moodle, enabling early-stage use of AI tools for:
 - Course content support
 - Teaching assistance
 - Administrative efficiency
- Provided technical support for Fall 2025 course delivery, hybrid classrooms, and digital learning tools.
- Stabilized and optimized SIS version 2.10, improving reporting and system reliability.



IT Support & Service Delivery

- Conducted institution-wide cybersecurity awareness activities targeting phishing and credential security.
- Strengthened backup validation and disaster recovery processes, including testing procedures.
- Improved email security filtering and monitoring, reducing successful phishing attempts.
- Continued focus on access control, network segmentation, and system monitoring.

Cybersecurity & Compliance

- Strengthened endpoint protection and email security monitoring in response to increased phishing attacks.
- Conducted internal review of backup systems, disaster recovery, and system redundancy.
- Continued monitoring of high-risk areas such as user credential management, backup verification, and network segmentation.



CONTINUATION ON PAGE 3

Cybersecurity & Compliance

- Aging hardware: Old switches, routers, and cabling continue to limit performance.
- Increasing cybersecurity threats: Phishing, malware, and unauthorized access attempts require continuous vigilance.
- Power Stability: Ongoing issues affecting uptime and equipment longevity.

Plans for Next Quarter (April – June 2026)

- Complete remaining network upgrades (switches, routers, cabling).
- Further enhance network redundancy and monitoring systems.
- Expand AI implementation.
- Continue PowerBI rollout across all departments.
- Strengthen backup, disaster recovery, and business continuity planning.
- Advance system integrations (HR, Finance, SIS).
- Improve Google Workspace governance, security, and automation.
- Continue cybersecurity awareness and strengthen institutional policies.

Conclusion

During the first quarter of 2026, the IT Department successfully transitioned from infrastructure upgrades to optimization, integration, and strategic enablement.

The continued focus on modern systems, cybersecurity, data-driven decision-making, and AI innovation positions COM-FSM to better support student success, institutional efficiency, and long-term digital transformation.

OFFICE OF INSTITUTIONAL EFFECTIVENESS (OIE) REPORT



Thank you for the opportunity to present the latest updates from the Office of Institutional Effectiveness (OIE). As highlighted during the most recent Board of Regents (BOR) meetings, OIE remains committed to strengthening the college's data-driven decision-making processes through the continuous enhancement of Power BI dashboards and reporting tools.

The Institutional Researcher (IR) continues to respond to a wide range of data requests across the college. Key data support provided during this term includes:

- Data for Instructional Program Reviews
- Midterm deficiency reports
- Student Individual Development Plans (IDPs), including GPA and advisor information, to identify students with remaining credits needed to complete their degree programs and to support advising efforts
- Spring 2026 student course status reports, including courses completed, courses in progress, and unmet credit requirements, to support course scheduling for upcoming semesters.

In addition, IR supported both the Human Resources and Business Offices in implementing the 10% salary increment by conducting data analysis and preparing relevant reports.

CONTINUATION ON PAGE 4

CONTINUATION FROM PAGE 3

IR also successfully completed all required submissions to the Integrated Postsecondary Education Data System (IPEDS) for the 2025–2026 data collection cycle ahead of the deadline. IR extends appreciation to the HR Director, Controller, and Financial Aid Director for completing their respective components in a timely manner, enabling the IR, as the IPEDS Keyholder, to finalize and lock submissions on schedule.


In the past year, COM-FSM submitted a project proposal to APIA Scholars for their Data Voyage 2.0 co-investigative research initiative focused on strengthening transfer pathways. The Vice President for Enrollment Management and Student Services (VPEMSS) drafted the initial proposal, which was then refined by the IR to meet all necessary requirements. With approval from the COM-FSM President, the IR formally submitted the proposal. We received authorization to begin the project at the end of January this year.






Currently, under the leadership of the Acting Vice President for Institutional Effectiveness and Quality Assurance (VPIEQA) and with support from the campus inquiry team—comprising seven COM-FSM staff members and one student representative—the project is making steady progress. The outcomes of this research are expected to significantly enhance our college’s ability to strengthen services for future transfer students.

As noted in the previous BOR meeting, IR continues to expand public-facing Power BI dashboards. During this term, new dashboards were developed and published to display progress on key performance indicators (KPIs) and Institutional Set Standards (ISS). The public-facing Power BI dashboards are available at the following link:

<https://www.comfsm.edu.fm/public-reports/>

Selected screenshots of the newly developed public-facing dashboards are provided below.


**Welcome to the
COM- FSM
Institutional
Data Dashboard**
~ISS - Trend Data~

-  This live dashboard provides up-to-date institutional data for COM-FSM.
-  **Refresh cycle:** Data is updated every weekday.
-  **Timeliness:** Most of the time, the data shown is just one day old.
-  **Accuracy:** The data is correct as of the date shown on the dashboard.
-  **Click to begin**



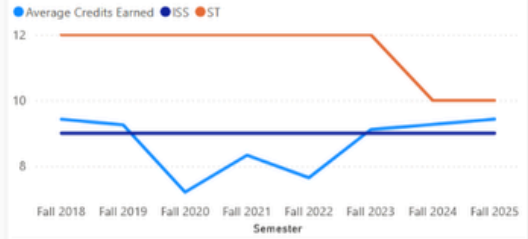
Progress on Key Performance Indicators (KPIs) & Institution Set Standards

Strategic Plan

2018-2023

Preparatory
Phase

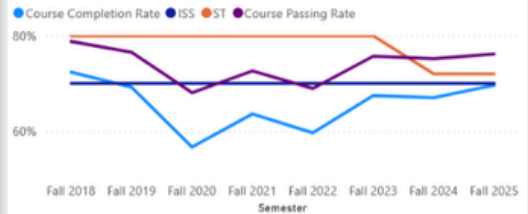
Average Credits Earned, ISS and ST by Semester



Full-Time Enrollment, ISS and ST by Semester



Course Completion Rate, Course Passing Rate, ISS and ST by Semester



Course Completion Rate (%)
= (Number of Passing Grades / Total Enrollment) × 100

Course Passing Rate (%)
= (Number of Passing Grades / Total Enrollment, Excluding Withdrawals) × 100

ISS = Institution Set Standards
ST = Stretch Target

Earliest Update: 3/26/2026 9:57:39 PM



Progress on Key Performance Indicators (KPIs) & Institution Set Standards

Fall-to-Spring Persistence/Retention Rate (First-Time, Full-Time)

Semester	FTFT Cohort	Re-Enrollment	Retention Rate
2024.3 to 2025.1	525	440	83.81%
2023.3 to 2024.1	457	398	87.09%
2022.3 to 2023.1	474	398	83.97%
2021.3 to 2022.1	547	486	88.85%
2020.3 to 2021.1	500	382	76.40%
2019.3 to 2020.1	572	487	85.14%

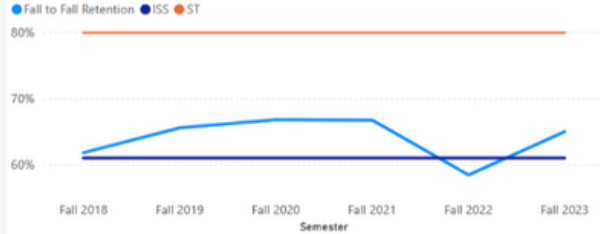
Fall-to-Fall Persistence/Retention Rate (First-Time, Full-Time)

Semester	FTFT Cohort	Re-Enrollment	Retention Rate
2024.3 to 2025.3	525	330	62.86%
2023.3 to 2024.3	457	297	64.99%
2022.3 to 2023.3	474	277	58.44%
2021.3 to 2022.3	547	365	66.73%
2020.3 to 2021.3	500	334	66.80%
2019.3 to 2020.3	572	375	65.56%

Fall to Spring Retention, ISS and ST by Semester



Fall to Fall Retention, ISS and ST by Semester



Earliest Update: 3/26/2026 9:57:39 PM

The calculations follow the criteria established by IPEDS.

FTFT = First-Time and Full-Time

ISS = Institution Set Standards
ST = Stretch Target





Monthly Share and Chat Series

- January 29, 2026 - 5 Participants
- February 20, 2026 - 4 Participants

Spotlight Training Summary

Date	Topic	Participants	Males	Females	Full-Time	Part-Time
1/22/2026	Moodle for Staff members	21	4	17	18	3
2/26/2026	Microix Basic	32	8	24	29	3
3/30/26	Basic Project Management	4	1	3	4	0
Total		57	13	44	51	6

Mental Health Awareness & Suicide Prevention Training Summary

• Employee Group

Date	Group	Participants	Males	Females	Regular	Part-Time
2/9/2026	RH & Security Officers	13	10	3	11	2
Total	1 Group	13	10	3	11	2

• Student Groups

Date	Group	Participants	Males	Females
2/23/26	National Students	7	0	7
3/23/26	Kosrae Students	18	5	13
Total	2 Groups	25	5	20

Essential Policy Area	Rationales; why it matters	Status
Strategic Workplace Planning	<ul style="list-style-type: none"> Ensures alignment between workforce needs and the college's long-term goals. Provides a roadmap for staffing, training, and resource allocation. Helps anticipate future skill gaps and prepare for evolving industry demands. Supports sustainability by balancing short-term operational needs with long-term institutional growth. 	With SLT for initial review
Workforce Development	<ul style="list-style-type: none"> Builds a pipeline of skilled employees who can adapt to changing educational and labor market trends. Enhances institutional competitiveness by fostering continuous learning and professional growth. Encourages innovation and best practices through targeted training programs. Strengthens partnerships with industry, ensuring graduates are workforce-ready. 	With SLT for initial review
Employee Engagement	<ul style="list-style-type: none"> Promotes a positive workplace culture that boosts morale and productivity. Reduces turnover by fostering loyalty and commitment among staff. Encourages collaboration and innovation through active participation in decision-making. Improves student outcomes by ensuring motivated and engaged faculty and staff. 	With SLT for initial review
Employee Health and Safety	<ul style="list-style-type: none"> Protects staff from workplace hazards, ensuring compliance with legal and regulatory standards. Reduces absenteeism and healthcare costs by promoting wellness initiatives. Creates a safe environment that supports teaching, learning, and administrative functions. Demonstrates institutional responsibility and care for employees' well-being. 	With SLT for initial review
Social Media	<p>This policy provides guidance for the responsible use of social media by COM-FSM employees, students, and affiliates. It aims to uphold the college's reputation, foster respectful communication, and ensure alignment with COM-FSM's mission to provide quality education and promote lifelong learning.</p>	With VPIEQA

Presented a draft Training Proposal communication to the FSM Congress for the college to provide technical training.

Presented a written Recommended to VPIEQA and MITC Director for the Use of college's Facebook for monthly Microlearning Opportunities

Microlearning delivers knowledge in short, focuses bursts that improve retention, makes learning more flexible, and helps learners quickly acquire skills without disrupting their daily routines. It's designed to fit into busy schedules and provide immediate, practical value.

Why it matters:

- Enhance retention:** Breaking content into bite-sized lessons (1-10 minutes) helps learners remember information more effectively.
- Increase accessibility:** Learners can access lessons anytime, anywhere, often via mobile devices.
- Support skill development:** Focused lessons target specific skills or outcomes, making training more efficient.
- Boost engagement:** Short videos, infographics, quizzes, and apps keep learners motivated and reduce cognitive overload.
- Adapt to modern work/life demands:** Fits into flexible schedules and supports continuous learning without requiring long sessions.

COMMUNICATIONS & MEDIA OFFICE BOR REPORT



The Communications and Media Office (CMO) has intensified its efforts to strengthen and evolve the College's brand identity. Central to this initiative is the revitalization of the Media Arts Club (MAC). Originally envisioned in 2016 by Mr. Juan Paulo Santos, the club provides a creative platform for students to produce high-quality media content—including video production, photography, and graphic design—that aligns with and promotes the College's mission.

In December 2025, the office officially launched MAC 2.0. This new iteration introduced the Kamorale Sharks News and Current Affairs program to bolster institutional storytelling. To date, CMO and MAC 2.0 has produced and released three episodes on the College's official Facebook page, successfully garnering over 12,000 views and significantly increasing digital engagement.

1. The **Kamorale Sharks Newsletter** is the college's definitive information hub, keeping the College Community and its Stake holders informed on all the latest developments across all campuses.

College Hosts Appreciation Dinner to Golden West Humanitarian Foundation Team

On September 10, 2025, the College of Micronesia-FSM (COM-FSM) hosted a special Appreciation Dinner to honor the extraordinary efforts of the Golden West Humanitarian Foundation Team who actively removed remnants of war from the grounds of the College's CTC campus. This important project not only ensures a safer environment for students and staff, but also symbolizes a significant step toward the continued peace and progress of our community. Gratitude is extended to the United States Embassy to the Federated States of Micronesia (FSM) and the FSM Foreign Affairs Office for their vital support in making this mission possible. Their collaboration and commitment exemplify the strong international partnerships that contribute to the betterment of our islands.

The dinner was attended by distinguished guests, including His Excellency Ambassador Kagomiyia and the Governor of Pohnpei State, the Honorable Steven Joseph, FSM Board of Regents Chair Mr. Suzanne L. Gollen and Regent Lynn Sonden alongside many other honorable representatives. Their presence highlighted the importance of this initiative for the safety and well-being of the community. Adding a special touch to the evening, the COM-FSM Choir delivered wonderful musical performances, uplifting the spirit of the event and celebrating the unity and collaboration among all involved. This Appreciation Dinner was not only a show of thanks but also a celebration of community resilience and partnership, paving the way for a safer and brighter future for all.

COM-FSM Leadership Inspects Residential Halls

Koloniz Pohpei — January 2026

FAKES, Pohpei — College of Micronesia-FSM (COM-FSM) President & CEO Dr. Theresa Korolukason accompanied the new Chairwoman for the Board of Regents, Chairwoman Ms. Lynn Sonden on a recently conducted hands-on inspection of the National Campus Residential Halls.

Acting VP/MSL Lotta Seners & Maintenance Director Francisco Mendillo and residence halls staff showed the leadership team the facilities, visiting individual rooms to meet the spring semester students as they settled in for the start of classes. Additionally, it was also an opportunity to assess residence hall living conditions and identify any needed improvements that prioritize student needs.

Beyond infrastructure, the visit focused on student engagement. Both Dr. Korolukason and Chairwoman Sonden spoke directly with student residents, encouraging them to communicate any concerns or suggestions to the Residential Hall staff to ensure a better living experience that ultimately contributes to successful studies at COM-FSM.

Director Mendillo also guided Chairwoman and Chairwoman Sonden spoke directly with student residents, identifying specific structural areas slated for improvement. Chairwoman Sonden concluded the visit by reassuring students of the college's dedication to improving and maintaining a study-conducive and enabling environment.

"The Board of Regents is committed to doing its best to accommodate the needs of our current and future students," Chairwoman Sonden said.

COM-FSM at The ACCT National Legislative Summit 2026

The College of Micronesia-FSM was represented at the 2026 Association for Community College Trustees (ACCT) National Legislative Summit in Washington D.C. by Board of Regents' Chairwoman Lynn Sonden, Regent Steven George and President Dr. Theresa Korolukason. Honorable remarks, thought-provoking general sessions, leadership and new trustee academies, plenary speakers and focus group discussions were some of the highlights that characterized the four-day Summit from February 8 – 11, 2026. Of special note was the participation and contributions of several student trustees from across the ACCT region. The "Student Trustee Advisory Committee" meeting and Student Advocacy Workshop" enabled student trustees to use "research-based advocacy, communicate clear visions to potential allies" and strengthen collaborative partnerships.

Reports by the Summit organizers placed the total number of participants at 1050 with the COM-FSM representation being the only one from the Pacific Island region. The program started for COM-FSM with the "New Trustees Academy" on February 8, 2026. The full-day program focused on "Governance, Constitution" and "Student Trustee" as the guiding pillars on which a Community College Board can develop policies, procedures and best practices for carrying out their responsibilities with integrity and transparency.

Scenario-based, discussion groups enhanced the participants' understanding in real-life situations which were very well received. Featured speakers of the summit included the Under Secretary of Education, Nicholas Kent and Manu Bhuja a senior congressional correspondent at CNN covering Capitol Hill and campaign politics. The opening general session on "Perspectives on the higher education landscape" highlighted the seismic shifts with the restructuring of the U.S. Department of Education and stressed funding practices."

The session on "Workforce Path" drew considerable interest as colleges prepare to launch their programs designed to optimize this new source of funding. Adapting to rapidly changing funding and governance legislation and policies characterized much of the discussions throughout the Summit. Another major area of discussion focused on "regulative priorities" in relation to higher education. The priorities are listed below.

- Strengthen the Bedrock of Student Financial Aid Best Grants.
- Support programs and policies that boost community colleges as economic engines.
- Bolster the role of community colleges in Workforce Development.
- Strengthen accountability and transparency, and
- Join the House Community College Caucus.

In the last two days of the Summit, time was allocated to that community college trustees and senior administrators could meet and lobby with their representatives on Capitol Hill.

2. **Kaselehlie Press:** College activities and highlights are continuously being highlighted and promoted through our page at KPRESS.

COM-FSM ENDOWMENT RAFFLE

1ST PRIZE: \$5,000.00
2ND PRIZE: \$3,000.00
3RD PRIZE: \$2,000.00

AND MANY MORE AWESOME PRIZES!

DRAW DATE: APRIL 1, 2026
VENUE: COM-FSM NATIONAL CAMPUS

NOTE: A person is not required to be present to win. Support student success! 100% of the proceeds from this raffle go directly to the COM-FSM Endowment Fund.

Contact Us: 691-320-8766/3831 | E-Mail: asjamesant@comfsm.edu.fm

82nd Commencement Exercises & Graduation Ceremony

SPRING 2026 REGISTRATION

Regular Registration: JAN 7 - JAN 9, 2026
First Day of Instruction: JANUARY 12, 2026
Last day of add/enroll courses: JANUARY 14, 2026

Mark Your Calendars!

33rd Founding Day Celebration

Honoring our Heritage, Securing our Future
33 Years of Resilience

APRIL 1, 2026

STARTS 08:30AM
PICS TRACK & FIELD, KOLONIA, POHNPEI

3. Graphic Designs and Promotional Ads for the College : The Communications and Media Office designs and promotes college ads and activities both in print and online following the College’s Brand.



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FUN WALK / RUN

February 28, 2026 (Saturday)
7:00AM | Palm Terrace

Registration Fee: \$5.00 w/ T-Shirt

This event supports the College of Micronesia-FSM Endowment Fund. All proceeds directly contribute to the long-term growth and sustainability of the College.



College of Micronesia-FSM
YAP | CHUUK | POHNPEI | KOSRAE

EARLY AND REGULAR REGISTRATION FOR SUMMER 2026

Early Registration: April 20 - April 24

- Regular Registration: June 1 - June 2, 2026
- First day of instruction: June 3, 2026
- Last day to add/drop courses: June 9, 2026

FOR MORE INFORMATION:
Please contact the Admissions Office or The Office of the Registrar at (693) 320-5465 extension 335 or (693) 320-1065.



College of Micronesia-FSM
YAP | CHUUK | POHNPEI | KOSRAE

33rd Founding Day Celebration

APRIL 1, 2026 | 8:30AM
PICS Track & Field, Kolonia, Pohnpei

Honoring our Heritage, Securing our Future: 33 Years of Resilience.



College of Micronesia-FSM
YAP | CHUUK | POHNPEI | KOSRAE

33rd Founding Day Celebration

APRIL 1, 2026

STARTS 08:30AM
PICS TRACK & FIELD, KOLONIA, POHNPEI

Honoring our Heritage, Securing our Future: 33 Years of Resilience.



COLLEGE OF MICRONESIA-FSM
YAP | CHUUK | POHNPEI | KOSRAE

NATIONAL CAMPUS STUDENT CENTER HAND-OVER Ceremony

MARCH 26, 2026

ACCESS. INNOVATION. RESILIENCE.

WWW.COMFSM.EDU.FM



College of Micronesia-FSM
YAP | CHUUK | POHNPEI | KOSRAE

MENTAL HEALTH

WORKSHOP FOR STUDENTS

self care

March 16, 2026
1:00PM - 2:00PM
MITC National Campus

For more information contact:
WORKFORCE DEVELOPMENT OFFICE
rencelly@comfsm.edu.fm

3. Kamorale Sharks News & Current Affairs : CMO and MAC 2.0 has produced and released three episodes on the College’s official Facebook page, successfully garnering over 12,000 views and significantly increasing digital engagement.

1. Episode 1: Go Sharks
2. Episode 2: 12th Capping and Pinning Ceremony & 82nd Commencement Exercises announcement
3. Episode 3: COM-FSM Fun Walk/Run 2026, COMET, and Endowment Raffle



4. SOCIAL MEDIA: The College’s Social Media Keeps on growing.



- 7,800 ACTIVE FOLLOWERS
- 589,819 Views (Aug 2025- Nov 2025)



- 1,200+ Subscribers