



College of Micronesia-FSM

YAP | CHUUK | POHNPEI | KOSRAE

INSTITUTIONAL EFFECTIVENESS & QUALITY ASSURANCE BOARD REPORT

SEPTEMBER

2026

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COMMUNICATION & MEDIA OFFICE

www.comfsm.edu.fm



Submitted by: Dhiraj Bhartu, IT Consultant

FROM INFRASTRUCTURE MODERNISATION TO DIGITAL ENABLEMENT

Executive Overview

A quarter of strategic transition and institutional enablement

01

Quarter narrative

During July–September 2026, the Information Technology Office continued to strengthen COM-FSM's technology environment and advance digital transformation initiatives in alignment with the COM-FSM2025–2030 Strategic Plan.



Strategic transition

Following the completion of major server modernisation across all campuses earlier in 2026, IT shifted greater attention towards system optimisation, digital workflow automation, cloud services, artificial intelligence, enterprise system integration, cybersecurity and operational resilience.

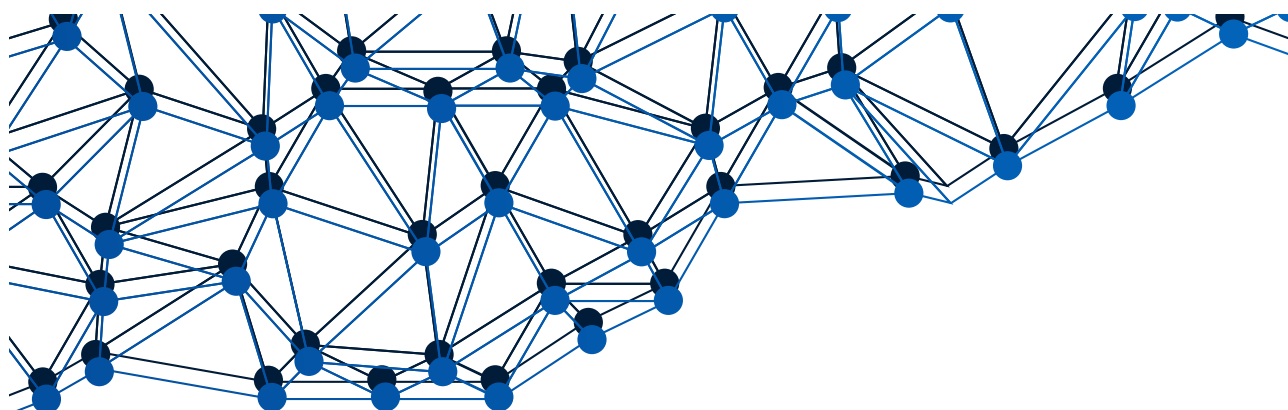
Quarter highlights

- Continued transition to MIP Cloud and expansion of digital employee services.
- Deployment and expansion of COM-FSM's institutionally managed AI environment.
- Integration of AI capabilities with Moodle and selected-course pilots.
- Advancement of the FMI Student Information System integration project.
- Continued network, connectivity and operational resilience improvements.

Performance Dashboard

Board-level view of strategic initiatives and quarter outcomes

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CONTINUATION FROM PAGE 1

STRATEGIC INITIATIVE	QUARTER HIGHLIGHT	STATUS
COM-FSM AI Assistant	Institutionally managed AI Assistant deployed using Qwen3 32B and made available through the College website.	DELIVERED
AI integration with Moodle	Institutional AI platform connected to Moodle; AI-assisted formative feedback being piloted in selected courses.	PILOT
MIP Cloud	User support, troubleshooting, vendor coordination and Business Office/HR transition support continued.	ONGOING
Employee digital services	Online pay voucher access implemented; online leave application currently being trialled.	TRIAL
FMI SIS integration	Process discovery, requirements identification and integration planning continued with stakeholders.	IN PROGRESS
Zoom Education	Education-level services restored; agreement confirmed through August 2029.	RESTORED
Microix workflows	Credit Card Request Workflow development continued with approval and auditability requirements.	IN PROGRESS
Infrastructure resilience	New server environment monitored and optimised; legacy network assessment and Starlink optimisation continued.	ONGOING

Strategic impact

The quarter demonstrates a shift from foundational infrastructure replacement towards integrated, digitally enabled academic and administrative services.

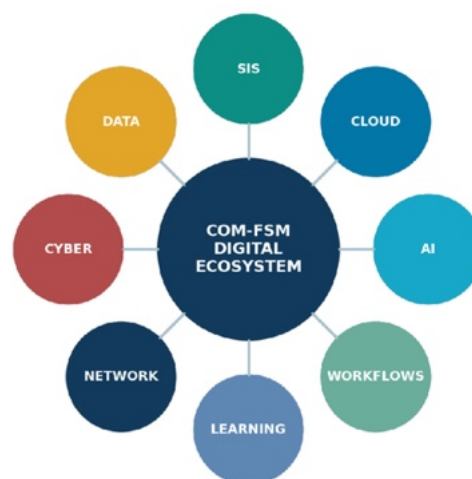
Digital Transformation Portfolio

Artificial intelligence, cloud services, system integration, and workflow modernisation

03

A connected institutional ecosystem

COM-FSM's technology portfolio increasingly connects infrastructure, cloud platforms, AI, digital learning, enterprise systems, data, workflows and cybersecurity. This integrated approach supports institutional control, service accessibility and operational effectiveness.



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3.1 COM-FSM AI Assistant deployment

- Developed and deployed an AI Assistant specifically for COM-FSM.
- Hosted entirely on COM-FSM infrastructure, supporting institutional control over data, security, configuration and integration.
- Uses the Qwen3 32B large language model.
- Made available through the College website.
- Establishes a foundation for future AI-enabled academic and administrative services.
- Governance, security, responsible-use practices and future applications continue to be evaluated.

Strategic impact

Builds COM-FSM's internal artificial intelligence capability while reducing dependence on externally hosted AI platforms.

3.2 AI integration with Moodle

- COM-FSM AI platform connected to Moodle.
- AI-assisted feedback piloted in selected courses.
- Pilot enables instructors to explore formative feedback on assessments and assignments.
- Academic stakeholders are evaluating effectiveness and appropriate use.
- Findings will inform responsible institutional adoption in education.
- Support continues for Moodle 4.5 and related digital learning technologies.

Strategic impact

Creates opportunities to enhance student learning and instructional efficiency while retaining greater control over data, security and integration.

3.3 MIP Cloud and administrative transformation

FMI has historically operated without the same centralised SIS environment used by the rest of the College. This creates challenges across student records, enrolment, grades, academic history, institutional reporting and student information.

- Continued work with FMI and relevant stakeholders to understand existing processes.
- Identification of requirements and development of an integration approach.
- Focus on improved data consistency, reduced duplication, stronger reporting and sustainable student information management.

Employee digital services

- Online employee pay voucher access implemented, reducing paper dependence and improving access to payroll information.
- Online leave application system currently being trialled.
- Additional workflow automation and reduction of manual data entry are being evaluated.

3.4 FMI Student Information System integration

FMI has historically operated without the same centralised SIS environment used by the rest of the College. This creates challenges across student records, enrolment, grades, academic history, institutional reporting and student information.

- Continued work with FMI and relevant stakeholders to understand existing processes.
- Identification of requirements and development of an integration approach.
- Focus on improved data consistency, reduced duplication, stronger reporting and sustainable student information management.

CONTINUATION ON PAGE 4

3.5 Zoom Education services

- Worked directly with Zoom to restore the College’s Education licences.
- Restored normal services for faculty, staff and students.
- Confirmed that the College’s Zoom agreement remains valid through August 2029.
- Coordinated institutional communication on service restoration.
- Initiated a review of licensing and renewal-notification processes.

3.6 Microix workflow modernisation

- Credit Card Request Workflow under development.
- Discussions focused on formalised approvals, multiple approval levels and required pre-approval processes.
- Documentation, accountability and appropriate payment approval steps incorporated into design discussions.

Objective
Establish more consistent, efficient and auditable electronic workflows while reducing manual processing.

Infrastructure & Service Operations

Resilient foundations across a geographically distributed campus environment

04

Infrastructure and network operations

- Ongoing monitoring of newly deployed campus servers.
- Continued optimisation and assessment of network infrastructure.
- Replacement and assessment of remaining legacy switches, routers and cabling.
- Monitoring of server performance, network availability and infrastructure health.
- Maintenance of APC UPS infrastructure for critical equipment power protection.
- Optimisation of Starlink connectivity and redundancy at applicable campuses.
- Troubleshooting of connectivity issues affecting external services.
- Coordination with FSMTC and other service providers when required.

Foundation established
Institution-wide server modernisation has strengthened COM-FSM’s infrastructure foundation and reduced risks associated with the previously ageing server environment.

Academic technology and IT service delivery

DIGITAL LEARNING Moodle, BigBlueButton and related platforms	COLLABORATION Zoom, video conferencing and institutional events	END-USER SUPPORT Faculty, student, classroom, hardware and software support
CONNECTIVITY Network and internet troubleshooting	INSTITUTIONAL OPERATIONS Administrative systems and technology-dependent activities	PARTNERS External service providers and national stakeholders

Data, reporting and PowerBI

- Continued expansion and support of PowerBI for institutional reporting and data visualisation.
- Continued transition of selected reporting functions from legacy processes to PowerBI.
- Support for IEQA and other administrative offices with data access and reporting requirements.
- Continued development of a more centralised and accessible approach to institutional data and decision-making.

Cybersecurity and information protection

- Monitoring of email security, endpoint protection, user accounts and network activity.
- Monitoring for phishing, suspicious activity and potential unauthorised access.
- Cybersecurity awareness focused on phishing, credential protection and safe use of institutional systems.
- Review of backup processes and recovery readiness for critical systems.
- Attention to access control, network segmentation and institutional data protection.
- Secure configuration support for internally hosted AI services.
- Assessment of cybersecurity risks associated with cloud services and interconnected applications.

Why this matters

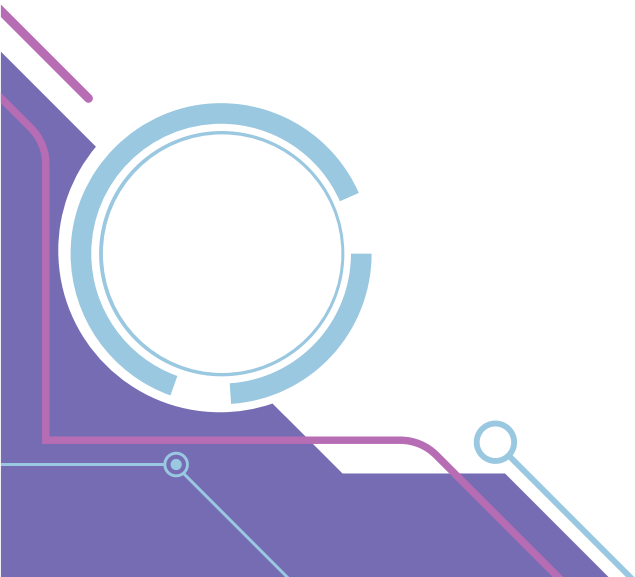
As dependence increases on cloud platforms, online workflows, AI, digital learning systems and interconnected applications, sustained investment in cybersecurity and information protection remains essential.



Accessibility and student technology support

IT continued working with academic and student-support stakeholders to identify technology solutions that can improve accessibility and equitable access to College resources.

SCREEN Screen-reader compatibility	VOICE Text-to-speech	INPUT Speech-to-text	CONTENT Accessible digital resources	LEARNING Moodle and classroom accessibility
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Challenges & Risk Landscape

Areas requiring sustained governance, investment and institutional coordination

06

EXTERNAL CONNECTIVITY	FSMTC service interruptions and external connectivity issues continue to present operational risks. Starlink provides redundancy at selected campuses, while resilient connectivity remains an investment need.
CYBERSECURITY	Increasing phishing, credential attacks, malware and other threats require technical controls, monitoring, awareness and training.
LEGACY INFRASTRUCTURE	Some network equipment and cabling remain candidates for replacement despite completion of major server modernisation.
SYSTEM INTEGRATION	Legacy-system integration, particularly at FMI, requires coordination, testing, data validation and stakeholder involvement.
CLOUD DEPENDENCY	Greater cloud adoption requires monitoring of vendor reliability, performance, licensing, security and data governance.
STAFFING CAPACITY	A complex multi-campus environment is supported with limited staffing resources while digital-service demand continues to grow.
POWER STABILITY	Power instability remains a concern at some locations, reinforcing the importance of UPS protection, redundancy and backup power.



Governance note

The report identifies these as active challenges and risks. No numerical likelihood or impact rating has been assigned because the reporting content does not provide quantified risk assessments.

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Priorities for the Next Quarter

Focused continuation of the College's transformation agenda

07

ENABLE	AI governance & Moodle MIP Cloud & employee services FMI SIS integration
PROTECT	Cybersecurity controls Backup & recovery Google Workspace governance
CONNECT	Network modernisation Internet redundancy Accessibility improvements
INFORM	PowerBI & analytics Institutional reporting Data accessibility

Detailed priorities

- Continue remaining network infrastructure modernisation.
- Further strengthen internet redundancy and network monitoring.
- Continue MIP Cloud implementation and optimisation.
- Expand online employee services and workflow automation.
- Progress FMI integration into the COM-FSM SIS.
- Expand the institutional AI pilot and evaluate additional Moodle use cases.
- Continue development of AI governance and responsible-use practices.
- Expand PowerBI reporting and institutional analytics.
- Strengthen cybersecurity awareness and technical controls.
- Improve backup, disaster recovery and business continuity capabilities.
- Continue Google Workspace governance, security and administration improvements.
- Continue accessibility improvements for students and faculty.

Detailed priorities

The July–September 2026 quarter represents an important transition for COM-FSM Information Technology from major infrastructure replacement towards digital enablement and institutional transformation.

With institution-wide server modernisation substantially completed, the College is in a stronger position to support the next phase of technology development. IT is increasingly focused on cloud-based services, digital administrative workflows, institutional AI capabilities, SIS integration, data analytics, cybersecurity improvements and enhanced technology services.

The internally hosted AI Assistant, Moodle integration, FMI SIS work, MIP Cloud modernisation, employee self-service initiatives, Microix workflow development and restoration of Zoom Education services demonstrate growing internal technology capability.

Board-level takeaway
Continued investment in cybersecurity, system integration, network resilience, staffing and digital governance will be important to sustain progress and ensure technology continues to support COM-FSM's mission, teaching and learning, operational efficiency and the COM-FSM 2025–2030 Strategic Plan.





Submitted by: Malintha N. Perera, Institutional Researcher

Thank you for the opportunity to provide an update on the activities and accomplishments of the Office of Institutional Effectiveness (OIE) since the last quarterly report presented to the Board of Regents (BOR). OIE remains committed to supporting the College's mission through timely and accurate data reporting, institutional research, and the continuous enhancement of data-informed decision-making across the institution.

Institutional Data Requests and Reporting

As part of its ongoing responsibilities, OIE continues to respond to a wide range of institutional data requests from departments and offices across the College. OIE provides data and analytical support for various institutional planning, assessment, program review, accreditation, and decision-making activities. In particular, OIE has provided data necessary to support instructional program reviews and other academic planning processes.

Power BI Dashboards and Data Accessibility

The Institutional Researcher (IR) continues to enhance the College's Power BI dashboards to improve data accessibility, visualization, and analytical capabilities for administrators, faculty, staff, and the public.

One significant recent update was made to the Public Enrollment Data Dashboard. The dashboard has been enhanced to allow the public to view enrollment data (duplicated) by academic year and compare enrollment trends (duplicated) across years. This improvement increases transparency and provides stakeholders with easier access to current and historical enrollment information.

The screenshots below illustrate the updated Public Enrollment Data Dashboard.

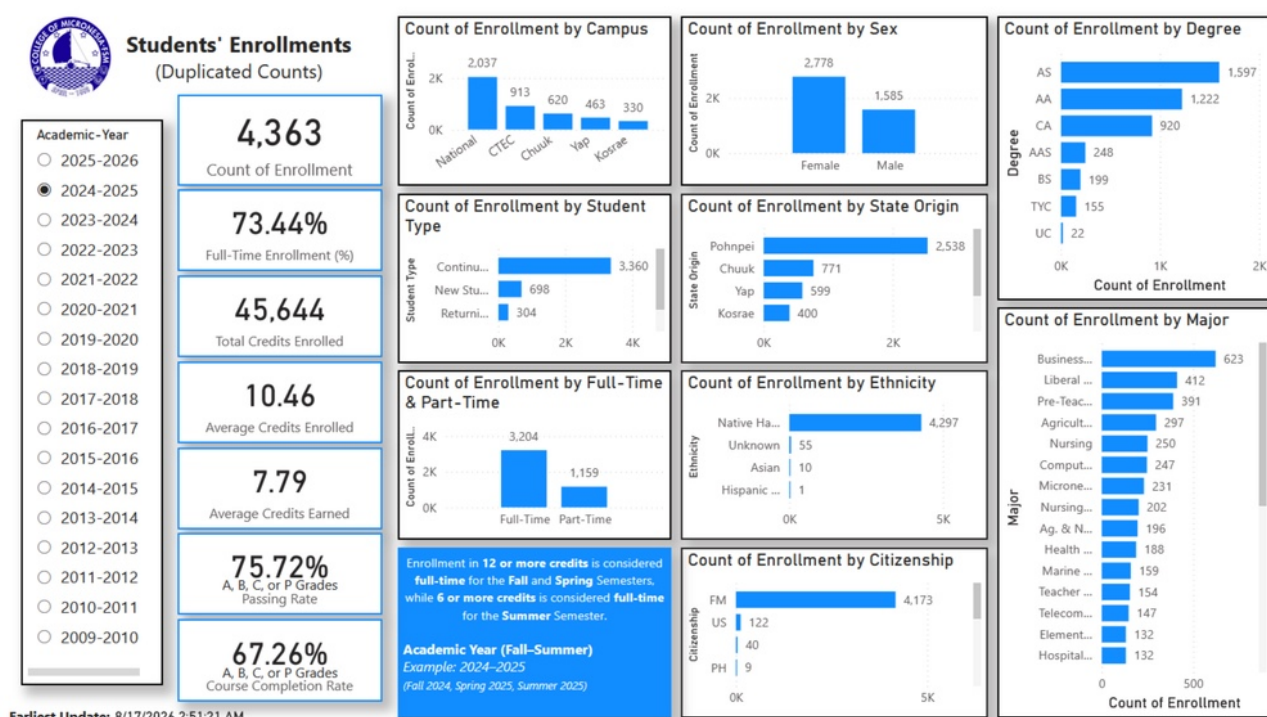


Figure 1: Enrollment data (duplicated) by academic year

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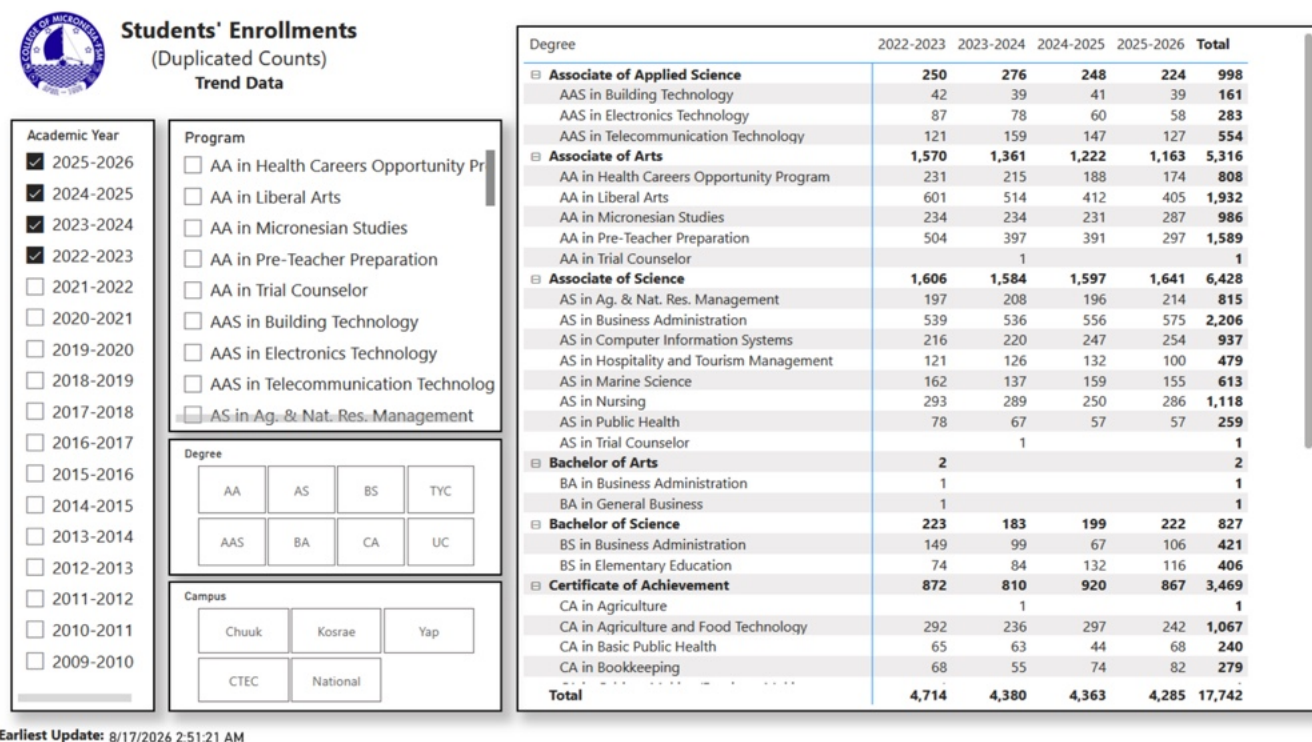


Figure 2 : Enrollment trends (duplicated) by academic year

Support for Institutional Reporting and Planning

The IR participated in the OCM working group meetings with the President and Vice Presidents to compile the information and reports needed for institutional reporting. During these meetings, the IR provided the data and supporting information necessary for report preparation and writing.

The IR also continues to provide regular reports to Instructional Affairs to support decision-making, planning, and monitoring. These reports are particularly important at the beginning and end of each semester, when timely enrollment, student, and instructional data are needed for planning and operational decisions.

Support for the Business Office

The IR provided technical support to the Business Office by developing an application using Microsoft Excel, VBA, and macros to facilitate the printing of Wage and Tax Statements. In addition to developing the application, the IR assisted the Business Office with the printing process.

The IR also supported the Business Office during the audit process by performing the required **Last-in- first-out (LIFO)** calculations related to the **Governmental Accounting Standards Board (GASB)** requirements.

Data Voyage 2.0 Project

As part of the **Data Voyage 2.0** Project, the committee has completed the collection of the necessary data through surveys and interviews. The IR is currently analyzing the collected data and working on the preparation of the project report. The analysis will help identify key findings and areas for improvement based on the information gathered from participants.

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Accreditation Support

The IR assisted the Accreditation Liaison Officer (ALO) in completing the ACCJC Annual Report. Following the completion of the annual report, the IR is now working with the ALO to provide data and supporting information for the ACCJC Midterm Report, which is due next year.

Through these activities, OIE continues to strengthen the College's capacity for data-informed planning, institutional reporting, assessment, accreditation, and continuous improvement. The office remains focused on providing accurate, timely, and accessible information to support the College's leadership and the broader campus community.

WORKFORCE DEVELOPMENT OFFICE (WDO)



Submitted by: Rencelly Nelson, Workforce Development Office

Spotlight Training Summary

Date	Topic	Participants	Males	Females	Full-Time	Part-Time
4/15/26	Acting Designation AP	4	1	3	4	0
5/13/26	Communication & Teamwork	13	3	10	12	1
5/21/26	Critical Thinking	16	3	13	13	3
5/27/26	Communication & Teamwork	14	5	9	11	3
Total	4 Sessions	47	12	35	40	7

Mental Health Awareness & Suicide Prevention Training Summary

• Student Groups

Date	Group	Participants	Males	Females
4/17/26	Yap Campus Students	30	10	20
4/20/26	FSM-FMI Students	33	33	0
Total	2 Groups	63	43	20

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Conducted consumer focus groups

Date	Group	Number	State/Campus Site
4/29/26	Student Group	5	Pohnpei, National Campus
4/30/26	Student Group	3	Pohnpei, National Campus
5/26/26	Student Group	9	Kosrae, Kosrae Campus
5/26/26	Community Group	8	Kosrae, Kosrae Campus
6/1/2026	Community Group	4	Chuuk, Chuuk Campus
6/1/2026	Community Group	4	Chuuk, Chuuk Campus
6/2/2026	Student Group	7	Chuuk, Chuuk Campus
	7 Groups	40	3 FSM States

COMMUNICATIONS & MEDIA OFFICE (CMO)



Submitted by: **Juan Paulo Santos, Communication & Media Director**

Executive Summary

The Communication and Media Office (CMO) continues to elevate and advance the College's brand identity while enhancing institutional information dissemination across all primary media platforms—including the Kamorale Sharks Newsletter, Kpress, and official social media channels.

Notably, in July 2026, the CMO has successfully installed illuminated College Seals at both the Administration Building's main lobby and the CMO/MITC office. Serving as a pilot project, this initiative is slated for rollout across all COM-FSM campuses nationwide.

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



2. Graphic Designs and Promotional Ads for the College: The Communications and Media Office (CMO) continuously designs and develops college ads and activities both in print and online, promoting the College's Brand.



Doctors and Dentists For Tomorrow

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Scan the QR for more information:

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Worry or anxiety getting in your way....

THE COM-FSM COUNSELING SERVICES CAN HELP

COM-FSM COUNSELING OFFICE:
 (691) 320-2480 EXT. 196
 counselor@comfsm.edu.fm

SCAN THE QR CODE FOR COUNSELING SERVICES

REGISTRATION FOR FALL SEMESTER 2026

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

- Early Registration: July 7 - July 31, 2026
- Fall Semester Orientation for new, incoming freshman, transfer, and returning students at the National Campus: August 11, 2026
- Regular Registration: August 10 - August 14, 2026
- First day of instruction and late registration begins: August 17, 2026
- Last day to add/drop and late register: August 19, 2026

FOR MORE INFORMATION:
 Please contact the Admissions Office or
 The Office of the Registrar at
 (691) 320-2480 extension 135
 or (691) 320-5065.



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

Thank you

It is hard to fully measure the impact of the work you've done here. By championing mental health awareness and suicide prevention, you didn't just train our staff and educate our students—you helped save lives and cultivate a culture of care. Your collaboration with local public health and community groups has woven a stronger safety net for all of us.

As you and your family embark on this next chapter back in the US, please know that your legacy of compassion remains here at COM-FSM.



DONATE TODAY!

COM-FSM ENDOWMENT FUND

The College of Micronesia-FSM Endowment Fund was established by the college and maintained for the purpose of generating income for the support of the future of the college. The fund was established in 1993 through a contribution of \$150,000 from the FSM Telecommunications Corporation.

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Associate of Science Degree in Nursing

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3. Installation of illuminated College Seals at both the Administration Building's main lobby and the CMO/MITC office. Serving as a pilot project, this initiative is slated for rollout across all COM-FSM campuses nationwide.



2nd Floor Administration Bldg.



CMO/MITC Office

FUTURE PLANS:

As part of our ongoing efforts in the Communication and Media Office to strengthen and promote the COM-FSM brand CMO will introduce standardized front license plates across all official College vehicles at all campuses.

