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

INSTITUTIONAL EFFECTIVENESS & QUALITY ASSURANCE BOARD REPORT

NOVEMBER 2026

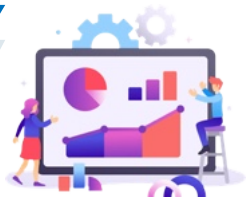
Prepared & Presented By:
GEE BING
HR DIRECTOR / INTERIM VPIEQA

Offices:

- Information & Technology Office (ITO)
- Office of Institutional Effectiveness (OIE)
- Workforce Development Office (WDO)
- Communications & Media OFFice (CMO)

Layout By:
COMMUNICATION & MEDIA OFFICE

INFORMATION TECHNOLOGY



Submitted by: Dhiraj Bhartu, IT Consultant

01 | Executive Overview

Quarter-to-date progress across security, transformation and operational service delivery

The Information Technology Office continued supporting infrastructure, institutional systems, cybersecurity, digital transformation and day-to-day technology requirements across six campuses. The quarter's focus has been to respond to immediate security and connectivity risks while progressing longer-term institutional capability.

A major focus was the legacy Helpdesk security compromise: ITO coordinated containment, issued a College-wide advisory, investigated potential exposure and initiated a secure replacement platform. In parallel, the College advanced its locally hosted AI environment and Moodle integration, GLBA training, Digital Timekeeping, online Presidential reporting and student-record digitisation planning.

6	39 / 83	4 / 12	47%
campuses supported	GLBA Phase One completions as at 30 October	biometric clocks deployed at National Campus	GLBA completion rate as at 30 October

PERFORMANCE DASHBOARD

INITIATIVE	QUARTER-TO-DATE OUTCOME	STATUS
Legacy Helpdesk incident	Affected service offline; containment, investigation, monitoring and safeguards initiated.	RESPONDING
Replacement Helpdesk	Secure replacement platform initiated with improved authentication, ticket handling and vulnerability management.	IN DEVELOPMENT
Local AI + Moodle	DGX Spark, Ollama, Gemma 4 and Open WebUI environment progressing alongside Moodle feedback pilot planning.	IN PROGRESS
GLBA training	39 of 83 Phase One invitees completed training as at 30 October.	MONITORING
Starlink services	Payments cleared for College-managed accounts; services confirmed active.	OPERATIONAL
Digital Timekeeping	Four of 12 Microix iFace clocks deployed at National Campus; phased rollout and integration underway.	IN PROGRESS
Presidential reporting	Online reporting prototype refined for November Board meeting; broader VP rollout planned before March 2027.	IN PROGRESS
Follett agreement	Legal, pricing and service-condition review continuing with counsel and vendor.	UNDER REVIEW

STRATEGIC ALIGNMENT

These activities support the COM-FSM Strategic Plan 2025–2030, particularly Institutional Support with Focus on Student Success.

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02 | CYBERSECURITY & COMPLIANCE

Incident response, secure replacement planning and institutional awareness

LEGACY HELPDESK SECURITY INCIDENT

The affected Helpdesk service was temporarily taken offline following a security compromise. ITO coordinated containment, issued an IT Security Advisory, reviewed system access, assessed potential database and user-data exposure, implemented immediate safeguards and continued monitoring for suspicious activity.

01	02	03	04
TAKE OFFLINE	CONTAIN	ASSESS	REPLACE

Replacement platform priorities

- Improved user authentication and access controls.
- Secure ticket management and support-request handling.
- Better protection of user and institutional information.
- Improved incident tracking and management.
- Stronger vulnerability and system-security management.

GOVERNANCE CONSIDERATION

The investigation was still continuing at the draft date. Final reporting should distinguish confirmed findings from matters still under assessment.

GLBA INFORMATION SECURITY TRAINING

ITO continued coordinating the College's GLBA Information Security Training through Moodle. As at 30 October, 39 of 83 Phase One invitees (47%) had completed the training. Follow-up and monitoring will continue to improve completion.



47% completed • 53% remaining at the 30 October reporting point

03 | DIGITAL TRANSFORMATION

Institutional AI, automated timekeeping, reporting and secure records

LOCALLY HOSTED AI & MOODLE INTEGRATION

The College continued developing its locally hosted AI environment using **NVIDIA DGX Spark, Ollama, the Gemma 4 open-weight model and Open WebUI.** The approach gives the College greater institutional control over processing location, access management and sensitive information.

NVIDIA DGX SPARK	OLLAMA + GEMMA 4	OPEN WEBUI	MOODLE
Local compute	Model runtime + open-weight model	User interface	AI feedback pilot integration

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- Moodle integration planning continued for AI-assisted student-assessment feedback.
- Leadership discussions focused on privacy, data security, governance and access controls.
- Institutional Google accounts continue to provide access to Google Gemini and NotebookLM.

DIGITAL TIMEKEEPING: MICROIX + MIP

ITO commenced technical coordination with the Business Office under RFP No. 2026-03. Holland Consulting International's solution pairs Microix iFace biometric clocks with Microix Workflow Timesheets and MIP Fund Accounting Payroll.

4 of 12	500	2026–27
clocks deployed at National Campus	active employees supported by Cloud Companion Webpack	proposed implementation period

• Four of 12 biometric clocks have been deployed at National Campus; deployment to other campuses is planned.
• The Cloud Companion Webpack licence for up to 500 active employees has been acquired.
• Integration work is underway; analysis, configuration and testing are to be followed by training and phased campus deployment.
• The implementation team includes IT, Business Office, HR, Payroll and campus timekeepers.

INTENDED OUTCOME Reduce manual timesheet entry, automate employee timekeeping and support multi-level approval integrated with the existing payroll environment.

04 | INSTITUTIONAL PLATFORMS

Reporting, records management, connectivity and enterprise systems

PRESIDENTIAL REPORTING & POWER BI

ITO developed and refined an online Presidential Quarterly Reporting prototype for the November Board meeting. Broader implementation for Vice Presidents is planned ahead of the March 2027 Board meeting.
• Entered assessment data into Nuventive and coordinated shared assessment resources.
• Supported KPI and Institutional Strategic Plan presentation.
• Advised on publication formats for charts and assessment information.

STUDENT RECORDS DIGITISATION

Initial coordination began with the Office of Admissions, Records and Retention (OARR) to assess document scanning and digitisation requirements, secure storage, access permissions, backup and recovery, and long-term retention. A phased implementation plan and resource needs remain to be defined.

NETWORK INFRASTRUCTURE & STARLINK

• Payments for all College-managed Starlink accounts were cleared and services confirmed active.
• Connectivity support continued for the Tissue Culture and Hatchery units, including subscription information and invoices.
• CTEC experienced significant degradation attributed to FSMTC ONO equipment. The College supplied equipment for configuration to support restoration.
• The CTEC disruption affected Moodle, Cengage, Gmail and other internet-dependent services, particularly outside Starlink-covered areas.

CONNECTIVITY RISK

The CTEC event demonstrates continued reliance on external telecommunications infrastructure and reinforces the need for effective backup-connectivity arrangements.

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MIP CLOUD & MICROIX

4 of 12	500	2026–27
clocks deployed at National Campus	active employees supported by Cloud Companion Webpack	proposed implementation period

FOLLETT LIBRARY SYSTEM

ITO continued working with legal counsel Debrah M. Retuyan and Follett representatives on contract terms, pricing, service conditions and outstanding legal queries. The proposed cloud transition is intended to modernise library operations and improve resource availability and management.

05 | DIGITAL SERVICES & OPERATIONS

Reliable access to information, academic platforms and day-to-day technology services

COLLEGE WEBSITE & DIGITAL CONTENT

- Maintained the WordPress website following migration from Drupal.
- Uploaded reviewed HR policies; published BP6010 and BP1110; removed BP4203 from the policy section as requested.
- Reviewed content, links, permissions and document placement; addressed functionality and access issues.
- Supported the Yap Office of the Public Auditor website project through layout and change review.

GENERAL INSTITUTIONAL SUPPORT

- User-account creation, password resets, access restoration and deactivation.
- Support for Moodle, SIS, MIP Cloud, Google Workspace, email and institutional applications.
- Moodle troubleshooting, including resolution of an attendance-module issue.
- Management of mailing lists, shared folders and permissions; website, Nuventive and assessment support.
- Zoom licensing coordination, including the $7,070 payment cleared in October and purchase-requisition preparation for cloud recording.
- Starlink invoicing and subscription documentation; coordination with College offices, vendors and technical personnel.

06 | CHALLENGES & RISK LANDSCAPE

Matters requiring sustained attention, governance and cross-functional coordination

CYBERSECURITY	Helpdesk compromise requires continued investigation, stronger authentication, database protection, vulnerability management and incident-response readiness.
CAMPUS CONNECTIVITY	CTEC degradation highlights dependence on FSMTC infrastructure and the importance of backup connectivity.
GLBA COMPLIANCE	Phase One participation remains incomplete and requires follow-up.
WORKFLOW INTEGRATION	Corporate Credit Card routing issues require technical and business-process coordination.
DIGITAL TIMEKEEPING	Multi-campus deployment, biometric devices, payroll integration, testing and training require disciplined phased implementation.
CONTRACTS & VENDORS	Follett finalisation depends on continued legal and vendor review.
RECORDS MANAGEMENT	Digitisation requires secure storage, access, backup and long-term retention planning.
STAFFING CAPACITY	ITO continues balancing institution-wide operations, security response and multiple projects with limited staffing.

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07 | NEXT-PERIOD PRIORITIES

Twelve focused actions to strengthen security, reliability and institutional effectiveness

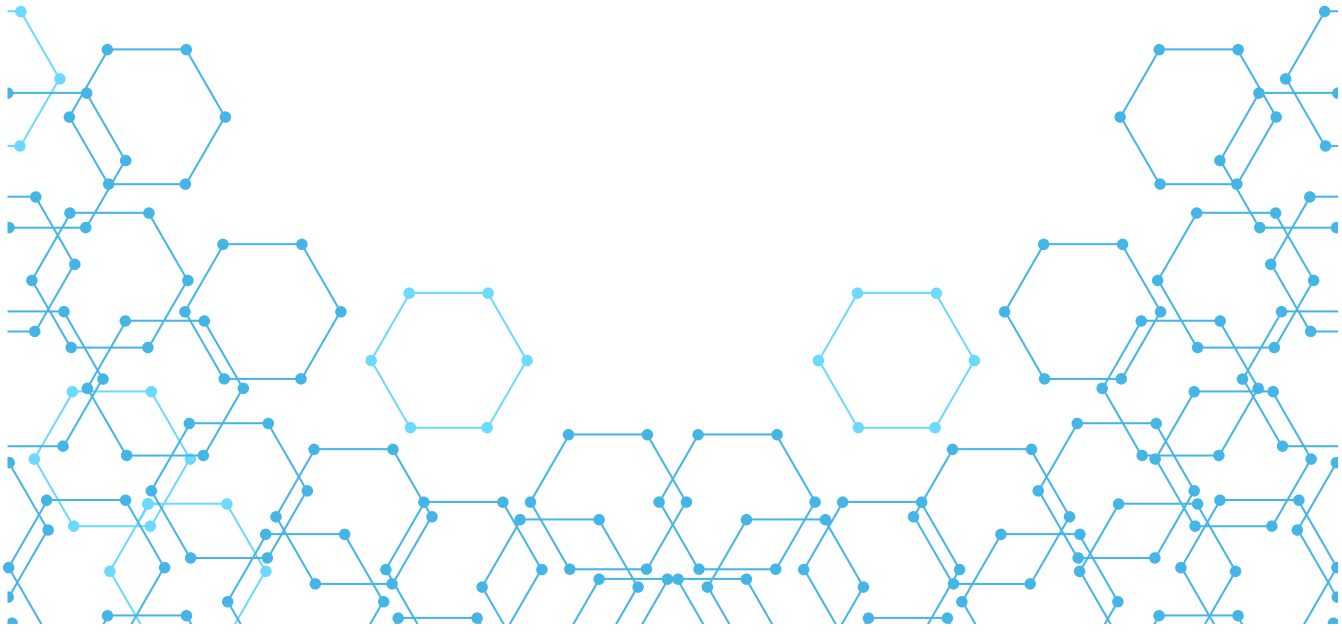
01	**Replacement Helpdesk** Continue secure development and deployment.	02	**Cybersecurity** Continue investigation, monitoring and control strengthening.
03	**GLBA compliance** Follow up incomplete Phase One training.	04	**Local AI integration** Advance Moodle pilot with privacy and governance controls.
05	**Network reliability** Follow up CTEC restoration and maintain Starlink.	06	**Microix workflow** Resolve routing and coordinate VPIS timeline.
07	**Digital Timekeeping** Continue integration, testing and phased deployment.	08	**Follett agreement** Complete outstanding legal and vendor review.
09	**Presidential reporting** Prepare broader VP rollout before March 2027.	10	**Records digitisation** Define phased technical and security approach with OARR.
11	**Enterprise systems** Support MIP Cloud, Microix and integration evaluation.	12	**Infrastructure support** Maintain reliable services across all six campuses.

CONCLUSION

ITO continued balancing essential operations with institutional modernisation. The Helpdesk incident response, locally hosted AI development, GLBA training, Presidential Reporting platform and Digital Timekeeping initiative demonstrate a focus on security, efficiency and informed decision-making. Continued support for connectivity, enterprise systems, the College website and academic platforms remains central to reliable service delivery across six campuses.

BOARD-LEVEL TAKEAWAY

The quarter-to-date reflects a technology portfolio that is simultaneously responding to immediate security and connectivity risks while building longer-term institutional capability in AI, automation, reporting, records management and cloud services.



OFFICE OF INSTITUTIONAL EFFECTIVENESS (OIE)



Submitted by: Malintha N. Perera, Institutional Researcher

The Office of Institutional Effectiveness (OIE) appreciates the opportunity to update the Board of Regents on its activities and accomplishments since the last quarterly report. OIE remains committed to advancing the College's mission through accurate and timely data reporting, institutional research, and the continued strengthening of data-informed decision-making across the institution. The key activities for this quarter are summarized below.

Quarter Highlights

- **Data Voyage 2.0:** Completed; findings and a phased implementation plan submitted to the Senior Leadership Team.
- **Assessment verification:** IEQA verification completed for all submitted FY2026 reports and FY2027 plans before the deadline.
- **IPEDS 2026–27:** Registration and Fall data collection completed.
- **CCSSE 2027:** Registration completed; survey to be administered in Spring 2027.

1. Data Voyage 2.0: Strengthening Transfer Pathways at COM-FSM

Background

Data Voyage 2.0 is a co-investigative research initiative of APIA Scholars, led by Dr. Robert Teranishi (UCLA), that builds the capacity of colleges in Hawai'i and the U.S. Pacific Islands to use data to strengthen transfer pathways. In September 2025, COM-FSM received a $20,000 individual-project award for its proposal, Navigating Transitions: Understanding and Enhancing the Transfer Journey from COM-FSM to Regional and U.S. Institutions. COM-FSM and APIA Scholars signed the Memorandum of Agreement (MOA) in January 2026. The project ran from January 2026 to October 2026 with three goals: build transfer data infrastructure, strengthen advising and transfer support, and foster a culture of inquiry and equity.

What We Did

An eight-member Campus Inquiry Team from IEQA, IA, EMSS, IAEA, and the student body met regularly throughout the project. The team gathered evidence from five sources: 149 participants (36 alumni survey respondents, 23 alumni interviewees, 57 faculty, and 33 staff) and a review of 13 transfer agreements and guides. The University of Guam and the University of Hawai'i assisted in reaching alumni. The team completed five executive reports, presented its findings at APIA Scholars Learning Lab #4, submitted a final report to APIA Scholars, and submitted a recommendation implementation plan to the Senior Leadership Team (SLT).

Key Results by Data Source

Data Source	Key Result
Alumni survey (n = 36)	44.4% received no confirmed transfer advising; 63.9% lost credits or were unsure; 61.1% lost contact with COM-FSM after transfer.
Alumni interviews (n = 23)	About 87% faced financial barriers, 78% faced relocation or adjustment challenges, and 65% began transfer planning only in their final year.

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Faculty survey (n = 57)	Course preparation rated 3.58/5, but only 7.0% have enough information to guide students on transfer.
Staff survey (n = 33)	Access to transfer data rated 2.27/5; only 6.1% report adequate systems to track transfer outcomes.
Document review (n = 13)	53.8% of agreements expired, 30.8% have unclear status, and only 15.4% are active; 69.2% lack data-sharing provisions.

Cross-Cutting Findings

- **Advising:** Transfer advising is inconsistent, starts late, and does not reach nearly half of transfer students.
- **Finances:** Financial constraints are the most common barrier across all five data sources.
- **Data:** COM-FSM cannot currently track student outcomes after transfer.
- **Equity:** Low-income, ESL, outer-island, and first-generation students face compounding barriers.

Recommendations and Implementation Plan

The Campus Inquiry Team made four recommendations:

1. Establish a Transfer Advising Center with a Transfer Coordinator.
2. Build a centralized transfer data tracking system.
3. Develop pre-departure programming.
4. Renew and expand articulation agreements.

The implementation plan submitted to the SLT organizes these into three areas, phased from October 2026 to May 2028:

- **Transfer tracking:** Subscribe to the National Student Clearinghouse (NSC) StudentTracker and publish an annual OIE Transfer Outcome Report. Contact with NSC has been initiated.

- **Advising and counseling:** Coordinate advisors and counselors across a six-stage student journey, from orientation through pre-departure, supported by a standardized checklist and joint training.

- **Articulation agreements:** Audit all agreements, adopt a standard template with course equivalencies and data-sharing clauses, and renew priority agreements with UOG and UH first.

Significance

For the first time, COM-FSM has multi-source evidence on the transfer experience of its students, giving the College a clear, data-driven plan to improve transfer success. Continued leadership support will be essential to fund dedicated transfer staffing and a permanent transfer data system.

2. IEQA Verification of FY2026 Assessment Reports and FY2027 Assessment Plans

On October 16, 2026, the President directed all departments and units to complete their FY2026 assessment reports and FY2027 assessment plans by October 30, 2026, and set November 13, 2026 as the deadline for IEQA verification. According to the College's Budget Officer, 47 units/offices at COM-FSM have individual budgets. Submission status in Nuventive as of the October 30 deadline is shown below.

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Submission (Nuventive)	Units	Not Submitted
FY2026 Assessment Reports	47	20 (42.6%)
FY2027 Assessment Plans	47	24 (51.1%)

OIE completed IEQA verification of all submitted assessment reports and plans before the November 13 deadline and forwarded the results to the Interim VPIEQA for submission to the President and the SLT.

3. IPEDS 2026–27 Data Collection

The Integrated Postsecondary Education Data System (IPEDS) is the federal data collection of the U.S. Department of Education's National Center for Education Statistics, required of all institutions that participate in federal student aid programs. As the IPEDS keyholder, the Institutional Researcher (IR) has completed the following:

Component	Timeline	Status
Registration	Opened August 2026	Completed
Fall collection	Opened September 2026	Completed
Winter and Spring collections	Scheduled to open by December 2026	Upcoming
All 2026–27 collections	Close by April 2027	—

4. CCSSE 2027

The Community College Survey of Student Engagement (CCSSE), administered by the Center for Community College Student Engagement at The University of Texas at Austin, measures student engagement in educational practices linked to learning and persistence, and allows colleges to benchmark results against a national cohort of community colleges. COM-FSM has completed registration for CCSSE 2027. The survey will be administered in Spring 2027, and the College expects to receive its results by the end of July 2027. The findings will support planning, assessment, and accreditation work.

Conclusion

Through these activities, OIE continues to strengthen the College's capacity for data-informed planning, institutional reporting, assessment, accreditation, and continuous improvement. In the coming quarter, OIE will focus on advancing the transfer tracking work begun under Data Voyage 2.0, completing the IPEDS Winter and Spring collections, and preparing for the Spring 2027 CCSSE administration. The office remains committed to providing accurate, timely, and accessible information to support College leadership and the broader campus community.

WORKFORCE DEVELOPMENT OFFICE (WDO)



Submitted by: Rencelly Nelson, Workforce Development Office

Key Accomplishments

Planning, Assessment, and Budget

- Completed the FY2026 Nuventive Report and updated FY2027 outcomes and targets.
- Submitted FY2026 AUO reports and FY2027 plans.
- Completed and submitted the FY2028 budget proposal.
- Developed recommendations to replace the Employee Engagement Share and Chat Series.
- Attended the 1st IEQA Department Meeting.
- Facilitated a mindfulness session with two participants.

Strategic Goal Progress

ACCESS - Workforce Analysis and Forecasting

- Developed an online Staff Skills Survey.
- Developed eleven operational forms and supporting workforce development documents, including a draft MOU, service contract, trainer qualification standards and procedures, trainer orientation handbook, annual fee schedule, and trainer compensation schedule.
- Began development of a college-wide survey communication plan and timeline.

RESILIENCE - Employee Development and Training

- Completed the Moodle course Employee Experience is the Strategy: Designing Moments that Matter.
- Continued coursework in Understanding Title IX and Sexual Harassment and Policy Development and Management.
- Coordinated three Nuventive training sessions scheduled for October 5-7, 2026, with 11 participants representing OTP, HRO, IAEA, IEQA, and Academic Affairs.

INNOVATION - Leveraging Technology and Spaces

- Continued collaboration on the Microlearning Initiative with a goal of developing one workforce development skill module per month.

FSM Public Sector Workforce Training Needs Assessment

Conducted outreach and stakeholder engagement activities in Chuuk and Yap, including meetings with government officials, campus leadership, students, and community members.

FSM Consumer Focus Group Survey

- Focus groups included 8 students and 8 community participants in Yap to collect information toward Dr. Marisa's workforce needs assessment study under The ElevatEd Initiative, LLC (ElevatEd).

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FSM Consumer Focus Group Survey

Collected survey responses from 21 government entities across the FSM and submitted a summary report and analysis of training plans to VPIEQA.

- 71.4% of organizations currently provide staff training.
- 64.7% identified workforce skill gaps as a very urgent concern.
- Key barriers include limited training budgets, shortage of qualified local trainers, and insufficient locally relevant training programs.
- 81% of respondents strongly support locally tailored workforce development programs.

COMMUNICATIONS & MEDIA OFFICE (CMO)



Submitted by: Juan Paulo Santos, Communication & Media Director

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.

We're excited to share that in November 2026, the Communication and Media Office (CMO) rolled out new standardized front license plates at the National Campus. As we expand this initiative to all campuses, it serves as another key step in bringing our COM-FSM brand to life.

1. The **Kamorale Sharks Newsletter & Kaselehlie 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.









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2. Mental Health Awareness Campaign Rollout: successfully launched the mental health awareness campaign at COM-FSM. With Dr. Theresa's guidance, we secured funding to print our marketing materials. Attached are photos of the pull-up banners displayed across the CTEC and National Campuses, and the remaining banners are currently en route to our other State Campuses.





2.1 Mental Health Awareness Video Posted on the College's Social Media Page: In collaboration with the Media Arts Club, the Communications and Media Office (CMO) produced a mental health awareness video campaign, which has accumulated 2,500 views on the college's Facebook page. The campaign aims to raise awareness of the resources and support services available to students at COM-FSM.

LINK: https://www.facebook.com/share/v/1JyYZbv6E1/?mibextid=wwXIfr





3. Standardized front license plates roll out: As part of the Communication and Media Office's (CMO) ongoing initiative to strengthen and promote the COM-FSM brand, standard front license plates have been rolled out at the National and CTEC campuses. Plates for the state campuses are currently being distributed to the respective Campus Deans.





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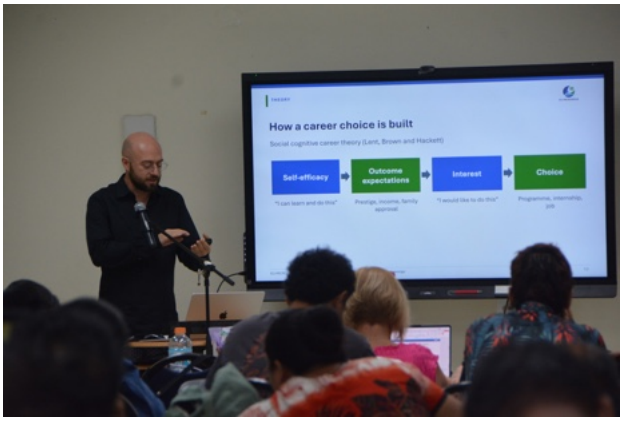
4. Event Coordination / Media Coverage (EU Micronesia Training PNI &Chuuk): At the direction of OTP, CMO hosted the EU-Micronesia team at the MITC while providing complete media coverage throughout the event. Thanks to strong cross-departmental collaboration between OTP, CMO, and IT, the training in Pohnpei achieved a successful outcome.











Photos By: CMO