

Office of Admissions, Records and Retention (OARR)
Unit Work and Assessment Plan
2012-2013

Unit Goal or Objective To increase student access and success.			Measures (criteria) of Success <ol style="list-style-type: none"> 1. 90% positive difference between the scores in in the OARR administered pre- and posttests. [Learning outcome] 2. 80% of the students will exhibit above average to excellent skills to successfully navigating through the admission and registration procedures and processes. [Learning outcome] 3. 80% positive rating on OARR Satisfaction Survey. [Process outcome] 				
Outcome One Students will demonstrate above average to excellent knowledge base of OARR's policies and procedures, and the ability to navigate admissions and registration processes.			Outcome Evaluation Questions <ol style="list-style-type: none"> 1. [Learning outcome] What is the students' level of adeptness to OARR admissions and registration policies and processes, and proficiency in successfully navigating through registration procedures? 2. [Process Outcome] What is the patron's level of satisfaction about the efficiency and effectiveness of OARR's delivered services in meeting their needs? 				
Connection to Other Plans	Resources	Unit Level Activities	Outputs	Data/Evaluation	Responsible	Timeframe	
Instructional Plan AP5. Improve retention and timely completion rates 5.1. Streamline registration process to accommodate returning and new students more efficiently	See worksheet I-Summary, FY 2013 Budget	<ol style="list-style-type: none"> 1. Develop, design and provide workshop modules fundamental to facilitating regular and extended orientation sessions that provide new and returning students with information on OARR's policies and procedures, registration and matriculation processes, student's rights and responsibilities, the use of the COM-FSM myShark, and others. 2. Review and update web print instructions regularly. 3. Streamline steps to admission and registration, and improve data verifications. 4. Revise, update and circulate all OARR forms in variety of formats. 	<ol style="list-style-type: none"> 1. [Activity 1] One regular orientation for incoming new and returning students 2. [Activity 1] Three extended orientation sessions for each of the academic terms. 3. [Activity 2] <i>OARR Student's Guide and Registrar's Updates</i> are published at least once every year. Guide will be web-accessible in portable document format. 4. [Activity 3] One meeting with all units and divisions involved in facilitating registrations at least a week prior to registration to address issues and other matters-related to registration. Schematics of the procedures of the registration, other related activities, and schedules are posted to guide students and others. 5. [Activity 4] All OARR forms are available online in portable document format. 	Sampling: stratified random-sampling Data Sources: Pre-and post tests, satisfaction survey, registration activity logs, over-the-counter logs, and others	Oducado, J. Senarathgoda, V. Ben, A. Eperiam, S. Luke, M. Marar, T. Siver, B. Vacant-Chuuk Campus Hinga, R. Joel, R. Dokowe, G. Sarongelfeg, S.	1. Beginning Fall 2012, and every semester thereafter 2. Beginning November 2012 for Fall 2012 semester, February 2013 for Spring 2012, and July 2013 for Summer 2013; and ensuing terms thereafter, November, February and July. 3. Updated issue to be completed January 2013; Fall 2012 issue of Student's Guide released to new and transfer students (college-wide) during Fall 2012 term orientation 4. On going 5. March 2013	
Unit Goal or Objective To increase student access and success.			Measures (criteria) of Success <ol style="list-style-type: none"> 1. 80% positive rating on OARR Satisfaction Survey. [Process outcome] 2. Other criteria, please see column <i>Output</i> below 				
Outcome Two Institute a structure crucial to verifying the completeness and accuracy of academic records and documents relative to the qualifications of students in the completion of their particular programs in the light of the college's prescribed requirements.			Outcome Evaluation Questions <ol style="list-style-type: none"> 1. [Process Outcome] What is the patron's level of satisfaction about the efficiency and effectiveness of OARR's delivered services in meeting their needs? 2. [Process Outcome] How efficient is OARR in terms of accurate and timely processing of student records including responding to requests and resolutions of identified concerns, problems, and others? 				
Connection to Other Plans	Resources	Unit Level Activities	Outputs	Data/Evaluation	Responsible	Timeframe	
See academic master plan	See worksheet I-Summary, FY 2013 Budget	<ol style="list-style-type: none"> 1. Coordinate and cross train with the staff of instructional affairs, student services, and administrative services crucial to promoting efficient service; develop consistent application policies and procedures. 2. Continuously extend technical support and assistance to staff indispensable to providing "just-in-time" resolutions to issues, concerns, and problems on SIS-related operations. 3. Continue to maintain and update complete and accurate permanent records for all students; guarantee the security and confidentiality of all student files in compliance with appropriate State and Federal regulations. 	<ol style="list-style-type: none"> 1. [Activity 1] Accurate (90%) and timely (<i>refer to turn-around period allocated per area</i>) postings into the SIS of data related to course offerings, registrations, and academic records. 2. [Activity 2] A level III-SIS training for all staff; as such, 95% of the staff exhibits above average to excellent competency-level in the proficient use of the SIS. 3. [Activity 2] 90% of issues, concerns, and problems on SIS-related operations (<i>specific to OARR-module</i>) are successfully resolved within two working days from receipt. 4. [Activity 3] 100% accuracy of information in all academic transcripts, enrollment certifications, and graduation verifications issued. 	Sampling: stratified random-sampling Data Sources: Pre-and post tests (<i>staff</i>), satisfaction survey, registration activity logs, over-the-counter logs, and others	Oducado, J. Senarathgoda, V. Ben, A. Eperiam, S. Luke, M. Marar, T. Siver, B. Vacant-Chuuk Campus Hinga, R. Joel, R. Dokowe, G. Sarongelfeg, S.	1. On going 2. A level III-SIS training facilitated to staff at the State Campuses, see OARR Director's September 4 to 22, 2012 Site Visit. National and Pohnpei campuses Level III SIS training to be scheduled October 2012. Training involves SIS modules; resolution of some SIS related issues, the FERPA, and procedures. 3. On going 4. On going	
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Outcome Three Assess and develop the office's infrastructure to support new initiatives and changing programs.			Outcome Evaluation Questions <ol style="list-style-type: none"> 1. [Process Outcome] What is the patron's level of satisfaction about the efficiency and effectiveness of OARR's delivered services in meeting their needs? 2. [Process Outcome] How efficient is OARR in terms of accurate and timely processing of student records including responding to requests and resolutions of identified concerns, problems, and others? 				
Connection to Other Plans	Resources	Unit Level Activities	Outputs	Data/Evaluation	Responsible	Timeframe	
See academic master plan	See worksheet I-Summary, FY 2013 Budget	<ol style="list-style-type: none"> 1. Ensure accurate and timely processing of data related to course offerings, registration, and student records. 2. Continue to provide support and advise regarding admission and registration policies, procedures, and other processes, and establish synergic relationships with various units, divisions, and departments of the college to ensure the compliance of established standards and guidelines as well as the effective and systemic implementations of these policies and processes. 3. Promote staff training on <i>customer service, stress management, time management, and wellness</i>; continuing education and training, and participation to pertinent conferences and workshops. 	<ol style="list-style-type: none"> 1. [Activity 1] 90% of all requests, such as, but by any means not limited to, academic transcripts, enrollment verifications or certifications, graduation verifications, degrees and certificates, and others, are released within <i>established</i> turn-around time to process. 2. [Activity 2] 90% of all requests from other units, divisions, and departments of the college on information that fall within the area of OARR are released within <i>established</i> turn-around period to process. 3. [Activity 2] Extend one <i>customer-service</i> training for all OARR staff, one in-house training on upgrading computer and information technology competencies. 4. [Activity 1] 90% of all over-the-counter requests for information and instructions are effectively addressed. 	Sampling: stratified random Data Sources: satisfaction survey, registration activity logs, over-the-counter logs, and others	Oducado, J. Senarathgoda, V. Ben, A. Eperiam, S. Luke, M. Marar, T. Siver, B. Vacant-Chuuk Campus Hinga, R. Joel, R. Dokowe, G. Sarongelfeg, S.	1. On going 2. On going 3. February 2013, during scheduled staff development. 4. On going	