FY2017_EMSSNOARR

C - EMSS - Admissions, Records and Retention

Mission Statement: It is the mission of the Office of Admissions, Records and Retention (OARR) to serve its patrons in a professional, courteous, and timely-manner, which will enable them to meet their goals while upholding college policies. As such, OARR is committed to make its services continuously accessible to all its patrons through improved, dedicated, motivated and skillful employees that guarantee the integrity, confidentiality, and security of all academic records.

Currently, OARR provides the following services to its patrons:

1. Academic transcripts
2. Admission, registration, and matriculation
3. Record and report academic standing
4. Enrollment and program completion verification
5. Degree audit and graduation check
6. Grade change, name change, change of major/IDP, and others
7. Transfer credit evaluation and equivalency
8. Issuance of degrees, certificates, duplicate degrees and certificates, transfer credentials, and others
9. US Veteran Affairs enrollment verification

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
2016-2017 OARR Outcome 1 - Provide timely, precise guidance and support to students as they work toward degree completion, as well as faculty and support services staff involved in the academic advising process. **AUO Status:** Active **AUO Assessment Cycle:** 2016 - 2017	**Descriptive Statistics -** Support the role of the academic advisors by providing accurate degree completion audits, and effective tracking of students' progress toward graduation, including timely processing other student- or faculty-driven requests as needed. **Target:** 100% updated, i.e., SIS IDP report: IDP set-up (degree program & IDP group)	**Reporting Period:** 2016 - 2017 **Target Met:** Yes SIS IDP is 100% up to date and consistent with the college catalog. Discrepancies or unusual situations with using the IDP are communicated by academic advisors to OARR and are reviewed, updated or communicated to IT if needed. List of potential program completers is generated by OARR every semester and compared to applications for graduation. Students who are potentially completing their program and who did not yet apply for graduation are informed about their situation inorder for them to see academic advisors and process needed forms like application for graduation, course substitution form and	**Improvement:** Setting up IDP (degree program & IDP group) for pre-sis programs would help in degree verification requests. (08/21/2017)

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	Descriptive Statistics - Continue to collaborate with academic divisions and program faculty to scheduling and conducting extended orientation sessions covering topics, such as but by any means not limited to, a quick guide using myShark, academic standards and regulations, graduation requirements, and OARR routine processes and procedures. **Target:** At least two extended orientation sessions during fall and spring terms, and a session during the summer term	other necessary documents. AU is open to provide continuous support for each semester for student or faculty requests like for example, course substitution, student inquiry on their IDP and related duty assistance requests. (08/21/2017) **Reporting Period:** 2016 - 2017 **Target Met:** Yes Special orientation for summer was organized on June 16, 2017. Sessions shared with the students were important academic dates, academic standing, post registration processes, student account, fees & charges, financial aid services, academic programs, available counseling and tutoring services, student life activities, clubs & sports, security & safety and title IX. Meeting with potential graduating students are conducted during the fall and spring semesters. Graduation requirements, important dates, process and procedures are shared with them. (08/21/2017) **Related Documents:** [2017.2 Student orientation](#)	**Improvement:** Setting up the summer orientation for new students as a regular scheduled activity on the catalog that would not conflict with class or would be before the regular summer registration would be more beneficial to new students. (08/21/2017)
	Descriptive Statistics - Continue to facilitate training (or orientation) for faculty members and academic advisors on using myShark as an academic advising tool including OARR routine procedures and processes. **Target:** At least one training (or orientation) for faculty members and academic advisors.	**Reporting Period:** 2016 - 2017 **Target Met:** Yes Training for faculty and academic advisors may not have been necessary as there were no updates that would impact the myShark academic advising tool. No further trainings was requested maybe due to insignificant faculty new hires that needed training and instructional department already has done the overview of myShark with them. The SIS IDP was updated and information about the update was shared to Faculty and academic advisors on the January 2, 2017 faculty workshop. (08/21/2017)	**Improvement:** AU to work with HR so that new faculty hires on their orientation are provided with summary guide in using myShark as an academic advising tool. (08/21/2017)
2016-2017 OARR Outcome 2 - Maintain a high level of patron satisfaction by providing timely and accurate services to students, faculty,	**Descriptive Statistics -** Develop and implement a Registrar's Office Operations and Procedure Manual that contains the policies,	**Reporting Period:** 2016 - 2017 **Target Met:** No Data gathering and observation of Registrar's Office Operations is being done and will continue in the next cycle	**Improvement:** A research and view of other colleges registrar's office operation manual would provide an idea of what format,

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other staff, and the community in the following areas: (a) admission and registration; (b) academic record maintenance; (c) transcript production; (d) enrollment and degree verification; (e) degree audit; (f) issuance diplomas and degrees ; (g) enrollment certifications for former US servicemen or US veterans; (g) data requests; and (h) other core functions. **AUO Status:** Active **AUO Assessment Cycle:** 2016 - 2017	procedures and systems flow of various activities undertaken at or services provided by the college Registrar's Office including templates of communications and related documents, a quick guide to using the SIS production database, myShark portals. **Target:** Registrar's Office Operations and Procedure Manual	where drafting of the manual will be started. (08/21/2017)	what informations are needed and where to begin drafting the manual. (08/21/2017)
	Descriptive Statistics - Continue to implement a mechanism to further reduce the turn-around time in the processing and/or release of academic transcripts, and diplomas and certificates. **Target:** Processing of academic transcripts within one to two business days from receipt; certificates and diplomas within one to five business days from graduation;	**Reporting Period:** 2016 - 2017 **Target Met:** Yes Within five days after the Commencement Exercises, certificates and diplomas were processed and made available for release (166 for fall and 148 for Spring 2017). A total of 1,248 transcripts were processed within two business days from the receipt of complete transcript request with fee receipt. (08/21/2017)	**Improvement:** Desktop computers for the two staff processing transcript request would insure the continuity of the processing documents within two days or perhaps within one day. Currently, only one desktop computer is available. (08/21/2017)
	Descriptive Statistics - Continue to implement a mechanism to further reduce the turn-around time in the processing and/or release of enrollment and degree verification. **Target:** Turn-around time, one to two business days from receipt of the requests	**Reporting Period:** 2016 - 2017 **Target Met:** Yes Degree verification are processed within two days of receipt of complete authorized requests. Few situations where degree enrollment and degree verifications would be delayed are when the verification are from pre-sis or from the archives. (08/21/2017)	**Improvement:** The digitization of archive files would help in the processing of enrollment and degree verifications. Setting up IDP for pre-sis catalog would help speed up verifications. (08/21/2017)
	Descriptive Statistics - Continue work related to the digitization of all archival documents, e.g., student records during the pre-database system and the quarter systems, the COM and CCM period, the Nursing School in Saipan and the Marshall Islands/ **Target:** 100% of archival student	**Reporting Period:** 2016 - 2017 **Target Met:** No 700 students records so far have been digitized. The work continuous into the next cycle. (08/21/2017)	**Improvement:** AU will continue the digitization of all archival documents. A desktop computer and a better scanner would help speed up work.

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	records digitized.		A special contract personnel or if staff are willing to work overtime if provided with overtime pay would be needed to try to finish digitization within the next fiscal year. (08/21/2017)
	Descriptive Statistics - Collaborate with the college's Information Technology Office (ITO) to further improving the design and contents of the Registrar Office's (OARR) webpage in the college's website to user-friendly, and to attract and inform current and prospective students, their families, alumni, professors, and stakeholders. **Target:** Registrar Office's webpage design improved, and content updated	**Reporting Period:** 2016 - 2017 **Target Met:** No The Registrar Office's webpage content was reviewed and additions have been planned to be made. The registrar's office mission statement shall be included, summary of services provided and a link to contact informations for all campus OARR staffs. The links to the college calendars on the webpage will be updated to current academic dates. This was already communicated to ITO for change. (08/21/2017) **Related Documents:** OARR Web update.docx	**Improvement:** Review and comments of the registrars office webpage will be solicited from colleagues and perhaps also students. (08/21/2017)
	Descriptive Statistics - Provide at least one formal training for all registrar's staff designed to upgrade their skills, adeptness, and proficiencies in the following areas: (a) the Student Information System, (b) routine operations and other procedures, (c) the Family Educational Rights and Privacy Act including other related federal regulations, (d) file management and record-system; (e) pertinent policies and academic standards; (f) techno-literacy; and (g) others. **Target:** At least one training for all registrar's staff	**Reporting Period:** 2016 - 2017 **Target Met:** Yes 2 staff have joined the training on July 20, July 24 and July 26-28, 2017 to refresh and upgrade on computer skills. As alternative to providing formal training to all staff, FERPA training links online have been shared to all campus registrar's staff. Guidance, assistance and technical support is continuously provided to all staff through voip and emails specially Student Information System (SIS) operation. (08/21/2017)	**Improvement:** The development of the Registrar's office operation manual would provide all the registrar's staff with a ready reference in providing timely and accurate services. Research on more training links shall be done and shared with all OARR staffs. (08/21/2017)
2016-2017 OARR Outcome 3 -	**Descriptive Statistics -** In	**Reporting Period:** 2016 - 2017	**Improvement:** Creating videos of

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Students will demonstrate understanding of academic and matriculation policies and procedures, and cognizance of academic deadlines as published in the schedule, academic calendars, and other documents. **AUO Status:** Active **AUO Assessment Cycle:** 2016 - 2017	collaboration with other student supports services units, continue to deliver regular and extended orientation sessions for all students. **Target:** Regular orientation sessions during fall, spring and summer; extended orientation sessions in November, February, and July.	**Target Met:** Yes AU in collaboration with other units in the department of EMSS, conducted student orientation for incoming new, transfer and returning students. For example, August 4, 2016 Fall orientation, June 16, 2017 summer 2017 orientation for students; August 3-4, 2017, fall 2017 orientation for students. AU counterparts in state campuses have also conducted student orientations on fall semesters. For example, see related document on Yap orientation booklet. Special orientations are also conducted upon requests of students or faculty. For example the DDFT program student orientation. Fall 2017 Student Orientation Survey indicated that students were satisfied with a rate of 8 out of 10 scale. (08/21/2017) **Related Documents:** 2017.3 OARR Student Orientation.pdf 2017.3 Student Orientation Survey 2016.3 Yap Orientation Booklet.pdf	processess and procedures could help improve the sharing of information to the students and further reduce exhausting time to students on presentations. (08/21/2017)
	Descriptive Statistics - Continue to publish OARR Student's Guide expanded to include contents beyond policies and procedures that relate to registration, academic standards and regulations, and education records. Contents shall also include updates on enrollment (trends) data, persistence and retention rates, graduation rates and program completer (absolute number), student success stories. **Target:** OARR Student's Guide issue per semester (August and January) accessible by students and other stakeholders either online or in	**Reporting Period:** 2016 - 2017 **Target Met:** Yes AU continues to publish OARR Student's Guide aimed at providing resource information for students especially in terms of AU's routine processes and procedures, e.g., registration procedures, adding and dropping courses, withdrawing courses, and others. The different issues of the Guide is available online in downloadable portable document format (pdf), http://www.comfsm.fm/?q=manual-and-handbook. The 2017 student guide could also be downloaded from http://www.comfsm.fm/publications/handbook/Student%20-Guide-2017.pdf. Issues of the OARR Student's Guide are also available in paper-format distributed to participants (students) during	**Improvement:** AU to coordinate with state campus OARR staff to also distribute paper-format issue of the Student Guide during new student orientations. (08/21/2017)

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	paper format.	Video of student success stories are featured during the student orientations. (08/21/2017) **Related Documents:** OARR Student's Guide 2017.pdf	