

# Assessment: Administrative Unit Four Column



## 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

Strategic Direction 1: Ensure student success by decreasing time to completion and increasing student, satisfaction, persistence, retention, and graduation rates by innovating academic quality and enhancing student support services. (SD1: EMSS1: EMSS1.1, EMSS1.2, EMSS 1.3, EMSS2: EMSS2.1)

Strategic Direction 2: Strengthen resources to meet current and future needs through revenue diversification, efficient use, innovation, effective allocation, conservation, infrastructure upgrades, and investment in human capital. (EMSS4: EMSS 4.1, EMSS 4.2, EMSS 4.3 and EMSS 4.4)

| <i>Administrative Unit Outcomes</i>   | <i>Assessment Strategies</i>   | <i>Results</i>   | <i>Improvements</i> |
|---|--|--|---------------------|
| <p><b>2017-2018 OARR Outcome 1 -</b><br/>Provide timely, precise guidance and support to students as they work toward degree completion, as well as</p> | <p><b>Descriptive Statistics -</b> Support the role of the academic advisors by providing accurate degree completion audits, and effective</p> | <p><b>Reporting Period:</b> 2017 - 2018<br/><b>Target Met:</b> Yes<br/>The SIS IDP has been updated with fall 17 program term course requirements.</p> |                     |



| Administrative Unit Outcomes | Assessment Strategies  | Results  | Improvements  |
|------------------------------|--|--|---|
|                              | <p>spring terms, and a session during the summer term</p> <p><b>Descriptive Statistics</b> - 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.</p> <p><b>Target:</b> At least one training (or orientation) for faculty members and academic advisors.</p> <p><b>Notes:</b> A summary guide on using myshark and OARR routine procedures will be prepared and provided to new faculty members.</p> | <p>provided to students during college visits, student orientations and school visits. (09/13/2018)</p> <p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> Yes</p> <p>AU presented a review of OARR routine procedures and processes during the August 13, 2018 faculty workshop.</p> <p>the student guide and student handbook which contains information on OARR routine procedures are uploaded in the website for quick reference of academic advisors. A link to the student guide and student handbook is in the faculty handbook online however the faculty handbook was not updated to current fiscal year.</p> <p>Continues assistance or support through phone, email or personal communications are provided whenever academic advisors seek advise or have questions on OARR operation, process and procedures. (09/13/2018)</p> <p><b>Related Documents:</b></p> <p><a href="#">2018.3 Faculty Workshop Presentation.pdf</a></p> | <p>graduation requirements</p> <p>5. How were they informed of the schedule of rehearsals &amp; commencement</p> <p>6. what did they like most on the overall graduation preparation, rehearsal and commencement</p> <p>7. Would they recommend fellow students to join the commencement when they finish their program? (09/13/2018)</p> <p><b>Follow-Up:</b> Survey questionnaire now available on survey monkey or will be downloaded for graduate students to fill up when claiming for their degree.</p> <p><a href="https://www.surveymonkey.com/r/H6PXYRJ">https://www.surveymonkey.com/r/H6PXYRJ</a><br/>(09/13/2018)</p> |
|                              | <p><b>Descriptive Statistics</b> - Continue to</p>   | <p><b>Reporting Period:</b> 2017 - 2018</p>  |   |

| Administrative Unit Outcomes  | Assessment Strategies  | Results  | Improvements |
|---|--|--|--------------|
|   | <p>utilize all available media and marketing strategies to provide information, announcements and communication to community, faculty, students and other relevant offices of the OARR assisted or organized activities. i.e. Enrollment or registration, orientations, commencement &amp; other related activities.</p> <p><b>Target:</b> 80% of students will be satisfied with OARR assistance on activities and are informed of activities through the available media used.</p>   | <p><b>Target Met:</b> Yes</p> <p>Most AU activities are listed in the college calendar and/or announced on the college website, emailed, announced through radio, newspaper, posters/banners and through word of mouth. Invitation cards are sent out two weeks before commencement exercises, schools are contacted at least two weeks before a scheduled visit and most activities have been planned at least two weeks ahead.</p> <p>Registration activities for example are planned, announced, arranged and coordinated ahead of schedule and the survey for fall 17 and spring 2018 shows that students rated their overall satisfaction with the registration process as a 9 out of a 10 rating scale.</p> <p>On the fall 2017 registration survey on how did students find out about the registration shows that 21.93% heard announcement on the radio, 36.36% through internet/social media, 46.86% heard from families and friends, and 9.63% from other promotion like flyers and billboards.<br/>(09/13/2018)</p> <p><b>Related Documents:</b><br/><a href="#">Registration Survey 2017.3</a></p> |              |
| <p><b>2017-2018 OARR Outcome 2 -</b> Maintain a high level of patron satisfaction by providing timely and accurate services to students, faculty, 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.</p> <p><b>AUO Status:</b> Active</p> | <p><b>Descriptive Statistics -</b> Develop and implement a Registrar's Office Operations and Procedure Manual that contains the policies, 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.</p> <p><b>Target:</b> Registrar's Office Operations and Procedure Manual</p> <p><b>Notes:</b> SC to draft steps they do in the processing of documents.</p> | <p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> No</p> <p>Data and information have been gathered through out the year and the draft for the Registrar's Office Operation and Procedure Manual would begin in the 2018-2019 cycle.<br/>(09/13/2018)</p>  |              |

| <i>Administrative Unit Outcomes</i>             | <i>Assessment Strategies</i>   | <i>Results</i>  | <i>Improvements</i>           |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
|---|--|---|-------------------------------|-----------------|-------------------------------|-----------------|---|-----------------|-----------|----------------|------------------|-----|-----------------|-----|------------------------|-----|-----------------------|----|--|
| <p><b>AUO Assessment Cycle:</b> 2017 - 2018</p> | <p><b>Descriptive Statistics</b> - 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.</p> <p><b>Target:</b> Processing of academic transcripts within one to two business days from receipt; certificates and diplomas within one to five business days from graduation;</p> <p><b>Notes:</b> Computers have been requested to upgrade and maintain or improve the processing time.</p> | <p><b>Reporting Period:</b> 2017 - 2018<br/> <b>Target Met:</b> Yes<br/>           AU has new computers which could help in reducing the turn-around time in processing and printing of documents.</p> <p>Academic transcripts processed by AU are</p> <table border="0"> <tr> <td>Fall 2017</td> <td>430 transcripts</td> </tr> <tr> <td>Spring 2018</td> <td>399 transcripts</td> </tr> <tr> <td>Summer 2018</td> <td>263 transcripts</td> </tr> <tr> <td>Fall 2018</td> <td>65 transcripts</td> </tr> </table> <p>On regular working days transcripts generated from the SIS have been processed within two days . On days where OARR assisted activities such as registration and graduation, transcripts were processed after two working days. All staff are assisting on the activities and requests during these days are processed after the activity dates. Archived based transcripts are processed beyond two days also because it takes time to prepare them manually and verify the correctness.</p> <p>Degrees and Certificates processed and released by AU are</p> <table border="0"> <tr> <td>Degree processed</td> <td>320</td> </tr> <tr> <td>Degree released</td> <td>258</td> </tr> <tr> <td>Certificates Processed</td> <td>119</td> </tr> <tr> <td>Certificates Released</td> <td>94</td> </tr> </table> <p>All degrees and certificates were processed and available within 5 days from the commencement exercises.<br/>(09/13/2018)</p> | Fall 2017                     | 430 transcripts | Spring 2018                   | 399 transcripts | Summer 2018   | 263 transcripts | Fall 2018 | 65 transcripts | Degree processed | 320 | Degree released | 258 | Certificates Processed | 119 | Certificates Released | 94 | <p><b>Improvement:</b> new and upgraded heavy duty printers are needed to maintain and could help in reducing processing time. Special contract personnel shall be assigned at the counter so that transcripts and certificates/diploma processing staffs could concentrate on their tasks. (09/13/2018)</p> |
| Fall 2017                                       | 430 transcripts  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Spring 2018                                     | 399 transcripts  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Summer 2018                                     | 263 transcripts  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Fall 2018                                       | 65 transcripts   |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Degree processed                                | 320  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Degree released                                 | 258  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Certificates Processed                          | 119  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Certificates Released                           | 94   |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
|   | <p><b>Descriptive Statistics</b> - Continue to implement a mechanism to further reduce the turn-around time in the processing and/or release of enrollment and degree verification.</p> <p><b>Target:</b> Turn-around time, one to two business days from receipt of the requests</p>  | <p><b>Reporting Period:</b> 2017 - 2018<br/> <b>Target Met:</b> No<br/>           AU was provided new computers to aid in reducing the turn-around time in processing and printing.</p> <p>Processing of applications below have been entered in the SIS within two days from the receipt of the completed forms.</p> <table border="0"> <tr> <td>Application for re-admissions</td> <td>151</td> </tr> <tr> <td>Application for second degree</td> <td>76</td> </tr> </table>  | Application for re-admissions | 151             | Application for second degree | 76              | <p><b>Improvement:</b> Creating SIS IDP for prior to SIS program term would help when doing degree verification of old students.<br/>(09/13/2018)</p> |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Application for re-admissions                   | 151  |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |
| Application for second degree                   | 76   |   |                               |                 |                               |                 |   |                 |           |                |                  |     |                 |     |                        |     |                       |    |  |

| Administrative Unit Outcomes | Assessment Strategies   | Results   | Improvements  |
|------------------------------|---|---|---|
|                              | <p><b>Descriptive Statistics</b> - 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/<br/> <b>Target:</b> 100% of archival student records digitized.<br/> <b>Notes:</b> State campus OARR to make a scanned file of documents forwarded to National Campus. Archival documents of 700 students was previously reported on the 2016-2017 assessment cycle.</p>   | <p>Application for TYC GBU/AC 38<br/> Application for TYC PH 28</p> <p>102 certificate of enrollment were processed within three days from the date of request. (09/13/2018)</p> <p><b>Reporting Period:</b> 2017 - 2018<br/> <b>Target Met:</b> No<br/> A new desktop computer for the records manager have been provided to aid in the work. The archival documents digitization however was not continued due to overwhelming work load of the records manager.</p> <p>897 new records have been created and 95 certifications were processed by the records section.</p> <p>In order for the digitization to continue, a new special contract employee has been assigned to continue the task going into the next 2018-2019 cycle. (09/13/2018)</p> | <p><b>Improvement:</b> An upgrade in the scanner is needed to speed up the completion of the digitization of archival records. (09/13/2018)</p>                     |
|                              | <p><b>Descriptive Statistics</b> - 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.<br/> <b>Target:</b> Registrar Office's webpage design improved, and content updated<br/> <b>Notes:</b> SIS issues that need IT technical support and/or suggestions on improvement of SIS service shall be communicated to registrar to collaborate with IT.</p> | <p><b>Reporting Period:</b> 2017 - 2018<br/> <b>Target Met:</b> Yes<br/> AU in collaboration with ITO updated the Registrars Office webpage which now shows the calendar from 2013 to 2018.</p> <p>Updated forms, student guide and students handbook were also uploaded for easy downloading for students, staff or community.</p> <p>The OARR webpage is found on this link <a href="http://www.comfsm.fm/?q=admissions">http://www.comfsm.fm/?q=admissions</a> and forms are found on this link <a href="http://www.comfsm.fm/?q=OAR-forms">http://www.comfsm.fm/?q=OAR-forms</a> (09/13/2018)</p>   | <p><b>Improvement:</b> if possible, video presentations for processes and procedures are created and also linked to the procedures on the webpage. (09/13/2018)</p> |

| <i>Administrative Unit Outcomes</i>  | <i>Assessment Strategies</i>   | <i>Results</i>  | <i>Improvements</i> |
|--|--|---|---------------------|
|  | <p><b>Descriptive Statistics</b> - 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.</p> <p><b>Target:</b> At least one training for all registrar's staff</p> <p><b>Notes:</b> All registrar's staff are encouraged to participate on HR staff development organized activities.</p> | <p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> Yes</p> <p>All staffs from CTEC and National along with staff representatives from the state campus have been required to attend the fall 2018 college summit.</p> <p>Continues assistance, advising and individual training are being provided by registrar and VPEMSS to staff whenever necessary.</p> <p>New staffs under OARR and Counseling went through a one on one hands-on training on how navigate and operate the SIS before they were provided access by ITO. (09/13/2018)</p>  |                     |
| <p><b>2017-2018 OARR Outcome 3</b> - 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.</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2017 - 2018</p> | <p><b>Descriptive Statistics</b> - In collaboration with other student supports services units, continue to deliver regular and extended orientation sessions for all students.</p> <p><b>Target:</b> Regular orientation sessions during fall, spring and summer; extended orientation sessions in November, February, and July.</p>  | <p><b>Reporting Period:</b> 2017 - 2018</p> <p><b>Target Met:</b> Yes</p> <p>AU in collaboration with various offices delivered student orientations during fall 17, spring 18 and summer 18.</p> <p>Presentations were also conducted with visiting high school students from Madolenihm High School, Talent Search Program and Upward Bound Program.</p> <p>Surveys on students understanding and awareness of the different presentation and the services provided by the college indicated an average of 8/10 for fall 17 student orientation, 8/10 for spring 18 student orientation and 9/10 for the summer 2018 student orientation. Details of the survey could be found on the related documents below. (09/13/2018)</p> <p><b>Related Documents:</b></p> <p><a href="#">Orientation Survey 2017.3</a></p> |                     |

*Administrative Unit  
Outcomes*

*Assessment Strategies*

*Results*

*Improvements*

**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 paper format.

**Notes:** SC OARR to provide paper format to students during orientation and inform them of it's availability on the website.

[Orientation Survey 2018.1](#)

[Orientation Survey 2018.2](#)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

The OARR Students's Guide printed copy continue to be provided to students during student orientations. The updated copy also continues to be uploaded on the website and available for students and stakeholders to view or download.

The link for the 2018 student guide can be found on this link <http://www.comfsm.fm/publications/handbook/Student-Guide-2018.pdf>

Also uploaded and available for reference is the student handbook which could be found on this link <http://www.comfsm.fm/publications/handbook/2017-2018-Student-Handbook-for-printing.pdf> (09/13/2018)

**Related Documents:**

[OARR Student's Guide 2018.pdf](#)

**Improvement:** comparative enrollment data, graduation rate and retention rate have been requested from IRPO as of 9/13/2018. Data will be included on the next issue of the student handbook or the student guide. (09/13/2018)