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 I: 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)

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
2019-2020 OARR Outcome 1 - Provide timely, precise guidance and support to students as they work toward degree completion, as well as	**Descriptive Statistics -** Support the role of the academic advisors by providing accurate degree completion audits, and effective	**Reporting Period:** 2019 - 2020 **Target Met:** Yes The SIS IDP was updated at the beginning of Fall 2019. New program course requirements were entered effective fall	**Improvement:** a tutorial video on how students check their degree completion on their myShark account would be created.

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faculty and support services staff involved in the academic advising process. **AUO Status:** Active **AUO Assessment Cycle:** 2019 - 2020 **Start Date:** 10/01/2019 **Inactive Date:** 09/30/2020	tacking of students' progress toward graduation, including timely processing other student or faculty driven requests as needed. **Target:** SIS IDP is updated with program term SY2019-SY2020 and approved changes to program and course requirements are incorporated. Degree completion initial audit is done and students are informed of their degree completion status and graduation requirements.	2019 for Associate of Arts in Teacher Preparation, Third Year Certificate in Teacher Preparation-Elementary and Certificate of Achievement in Refrigerator and Air Conditioning. A New program IDP was set up for the Bachelor of Science in Elementary Education. Advisors requests of incorporating or substituting prior courses which are equivalent to current course requirements for students who elected to change to the new programs IDP has been resolved. An example is ED 210 was the course number previously in the prior to fall 2019 IDP for AA in Teacher Prep and in the new IDP the course is now ED 110. IDP set up was changed to show either course could satisfy the program requirement. Degree completion initial audit were done at the beginning of fall 2019, spring 2020 and summer 2020 and lists of students potentially completing were generated. (06/11/2020)	(06/30/2020)
	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:** Orientation and/or extended orientation is done during fall and spring semesters. 80% of students will be satisfied with the orientation.	**Reporting Period:** 2019 - 2020 **Target Met:** Yes Orientation for returning, transfer and new students was done at all campus in fall 2019. In August 6, 2019, the orientation for CTEC and National campus was done. A total of 217 students have joined the activity with President Joseph M. Daisy doing the welcoming remarks. Faculty from National and CTEC were introduced to the students then presentations from Financial Aid Office, Business Office, Office of Admissions, Records & Retention, Counseling & Tutoring Office, Learning Resource Center, Vice President of Student Services and Enrollment Management regarding Title IX and Student Life Office. Lunch was provided to the participants and a campus tour was done in the afternoon. Based on the Fall 2019 student orientation satisfaction survey, 91.52% are either satisfied or very satisfied with the overall orientation process, 83.33% are either satisfied or very satisfied on the presentations presented and 90% are satisfied or very satisfied with the assistance provided by student guides and staffs.	**Improvement:** More short videos or tutorial slides are to be made available for students to view online. An online orientation page will be created on the college website to be ready by the beginning of fall 2020. (09/01/2020)

During summer 2020, when classes are all online, emails were sent to new students on information on the services provided by college, tutorials and handbooks. See the sample of email sent on the related documents.

A quick guide to myShark video was also created and uploaded in Youtube for easy access to students to view whenever they have time. See related documents for the link to the video.

Meeting with candidates for graduation were done in fall 2019 and spring 2020. The agenda of the meeting included graduation requirements, commencement speaker, commencement theme, graduation regalia and important activity dates.
 (06/30/2020)

Improvement Plan: More short videos on tutorials are to be made available for students to view online. An online orientation page will be created on the college website.

Related Documents:

Orientation Survey 2019.3

Summer 2020 new students email guide.pdf

Graduation Candidates Meeting 2019.3

A Quick Guide to myShark

Descriptive Statistics - Continue to communicate and collaborate with academic division and program faculty as to the completeness of student records.

Target: Class grades are submitted and complete. Deficiency reports are generated and distributed within 1 week from the deadline of submission of grades. Final degree audit is done within one day after the deadline of submission of grades. List of honor rolls is provided to VPIA and final list of

Reporting Period: 2019 - 2020

Target Met: Yes

Midterm and final grades for fall 2019 and spring 2020 are complete. Deficiency reports have been generated within 3 days from the deadline of submission of midterm grades and provided to academic advisors and counselors.

In summer 2020, the midterm deficiency list per academic advisors were emailed to them within 3 days from the deadline of submission of grades. A request from the academic advisors on the having them possibility just view their deficiency list on myShark was forwarded to the director of Information and Technology Office to see on the possibility of doing it this way.

Improvement: Request to upgrade the academic advisors myShark account to automatically include the deficiency listing of their advisees after the midterms grades have been submitted. (08/05/2020)

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	candidates for graduation is generated.	Final degree audit was done within one day after the deadline of submission of final grades in fall 2019. The list of honor rolls was provided to VPIA and the final list of candidates for graduation was generated for commencement exercises preparations. In Spring 2020, after a shortened semester ended March 16, 2020 due to the Covid-19 the submission of grades deadline was on March 20, 2020. The AU has been in communication with students and faculty after the deadline of submission with regards to incomplete grades of candidates for graduation. The instructors have given the students time to complete their requirements and have a grade. The list of graduates have been published in the college website on the third week of April 2020. (07/09/2020) **Related Documents:** [Graduates spring 2020](#) [Commencement Program 2019.3](#)	
	Descriptive Statistics - Continue to communicate and collaborate with academic division and/or academic advisors regarding updates on OARR routine procedures and processes. **Target:** Summary guide and OARR routine procedures provided to new faculty members. Training if necessary are provided to new faculty or academic advisors. New procedures or forms are shared with the instructional department.	**Reporting Period:** 2019 - 2020 **Target Met:** Yes AU created the Third Year in Teacher Preparation - Elementary application form and the Baccalaureate of Science in Elementary Education form. The form was sent to the Education division faculty and the Dean of Academics for comments, review and changes they would like on the form. The final form was then posted on the website for easy access to patrons. AU continue to assist assist academic advisors inquiries on students IDP. Advises on what processes they should do has been given, mostly were the students needed to fill up a change of major form, a course substitution form, a second degree application form and others. (07/10/2020) **Improvement Plan:** Request upgrade of academic advisors myShark portal of students to have the contact information of students and also the students myShark portal to have the contact information of their academic advisor.	**Improvement:** Information on upgrades to myShark to be shared with academic advisors. (09/01/2020)

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		An online withdrawal from a course would be requested as upgrade to myShark and the SIS to accommodate students who's advisor's are on a different state and due to classes are online and instructors are also located on different states.	
2019-2020 OARR Outcome 2 - 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. **AUO Status:** Active **AUO Assessment Cycle:** 2019 - 2020 **Start Date:** 10/01/2019 **Inactive Date:** 09/30/2020	**Descriptive Statistics -** Continue to provide information and guidance to potential students through high school visits, college tours, college fair and other college activities. **Target:** Admission applications and documents are received and students are informed of important information they need for admission, registration and other required procedures.	**Reporting Period:** 2019 - 2020 **Target Met:** Yes Due to the covid-19 pandemic, high school visits, college tours, college fair and other college activities were discouraged as precautionary measures in preventing the spread of the virus. Telephone and email communications with the high school principals were however made in providing information to the high school students on when and where can they apply for admissions and register. High school students also who have taken the COMET and gave their email address were emailed regarding details of admission and registration. A total of 252 new students were able to register in summer 2020 having been scheduled on different dates from May 4, 2020 up to May 29, 2020 to turn in their admission applications, required documents and also register. In preparation for fall 2020, admission requirements and needed documents have been announced to be accepted up to July 31, 2020. The announcement contain the admission requirements, admission procedure and also include the financial aid required documents. (06/30/2020) **Improvement Plan:** A tutorial slide or video for admissions application would be prepared and uploaded on the college website for easy viewing of students anytime. **Related Documents:** Kpress Ad-June-2020.pdf	**Improvement:** Individual students who took the COMET and have given their email address have been contacted about their test results and informed of how they can pick-up their packets. Through the emails, students were able to respond back if they have questions or if they needed additional guidance. The OARR staffs and the counselors have been the initial academic advisors and guides for new students in summer 2020 due to them not being assigned an academic advisor yet when they came for admission and registration. (08/05/2020) **Improvement:** Creation of an online or virtual office to assist students on their inquiries or their registration online. (06/06/2020)
	Descriptive Statistics - Plan, coordinate and communicate with other registration related offices in regards to preparation and venue of early registration, special registration and regular registration.	**Reporting Period:** 2019 - 2020 **Target Met:** Yes Early registration for fall 2019 and spring 2019 was done and even after the early registration, the online registration was kept open up to the week before regular registration. Special registration days were scheduled for new students	**Improvement:** Continue the extended early registration online to provide more time and flexibility for students registering. (09/01/2020)

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	Target: 80% of students all campus wide will be satisfied with the registration set-up, time available and assistance provided. Special registration are scheduled for new students.	on the week before regular registrations. In summer 2020, special admission guidance and registration were given to new, returning and transfer students from May 4, 2020 up to May 22, 2020. The regular registration started two days earlier from May 26 to May 29, 2020 to give more time to students to adopt to using online registration. Based on the registration survey of fall 2019 and spring 2020, the hours set for the registration, the forms used, the location and layout, and the overall satisfaction of students with the registration process were rated 8 out of 10. (07/09/2020) **Related Documents:** Registration Survey 2019.3 Registration Survey 2020.1	**Improvement:** Registration time has been extended specially for online registration which was open from the early registration date up to the week before regular registration. (08/05/2020) **Improvement:** Creation of additional tutorial slide or video on admission application or processes to be prepared and uploaded on the college website. Creation of an online or virtual office to assist students on their inquiries. (06/06/2020)
	Descriptive Statistics - Continue to implement a mechanism to further reduce the turn-around time in the processing and/or release of academic transcripts, diplomas and certificates. **Target:** Processing of academic transcripts within one to two business days from receipt of complete request; certificates and diplomas are available within 1 to 5 days from date of graduation.	**Reporting Period:** 2019 - 2020 **Target Met:** No A total of 714 transcripts have been processed from October 1, 2019 to June 30, 2020. From a sample size of 108 processed transcripts tested on the number of days it took it to be processed shows that 70% of the transcripts were processed within two working days or less, 15% were processed on 3 working days and 15% were processed after 3 working days. A review of the transactions processed beyond 3 days, shows that the transcripts were submitted on a day before holidays and during the busy time of registration. A total of 295 degrees and 119 certificates have been processed and printed during October 1, 2019 to June 30, 2020. A delay of the processing of 191 degrees and certificates in spring 2019 was due to the blank degrees shipment being delayed because the supplier sent them to a wrong address. It took almost two months for the shipment to arrive. The spring 2020 degrees and certificates were eventually printed in June 2020 and currently being distributed. A new order was made for the	**Improvement:** With the cause of delay in processing degrees and certificates, a solution to have a reserve of blank degrees and certificates would lessen the delay of processing in the future. (09/01/2020)

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		blank degrees and certificates because of a change in a signatory in it. (07/09/2020) **Improvement Plan:** A reserve blank degrees and certificates would be stored so this type of delay would be minimized in the future. The unit will target 80% of transcripts to be processed within 2 working days by having 1 staff to be prioritizing transcript processing during the busy periods of graduation, registration and other activities.	
	Descriptive Statistics - Continue to implement a mechanism to further reduce the turn-around time in the processing of enrollment and/or degree verification. **Target:** Turn-around time for processing within one to two business days from receipt of the request.	**Reporting Period:** 2019 - 2020 **Target Met:** Yes A total of 38 certificates of enrollment were processed within two working days from the date of request. 40 degree or educational verification were received and processed within two working days from the receipt of completed request with student authorization attached. (07/09/2020)	
	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. All new students files are created and properly filed. **Target:** 100% of archival student records are digitized. New student files are created.	**Reporting Period:** 2019 - 2020 **Target Met:** No A total of 384 new file folders were made from October 1, 2020 to June 30, 2020. New file folders for the new students in summer 2020 are on process to be created. Digitization of archival documents have not continued due to the records manager position being vacated on September 27, 2019. (07/09/2020) **Improvement Plan:** The vacant records manager position would be requested for academic year 2020-2021.	**Improvement:** The vacant position to be upgraded to student services specialist 1. This would expand the duties of the position and would greatly benefit the unit. A special contract would still be needed even if the position is filled up in order to catch up with the back log of creation of new student files and coninue on the digitization of archival documents. (09/09/2020)
	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 and improving the reports generated from the SIS or	**Reporting Period:** 2019 - 2020 **Target Met:** Yes AU with the Vice President of Enrollment Management and Student Services has worked with IT in preparing the SIS to be ready for online classes in summer 2020. AU has worked with IT in uploading updated forms on the Registrar Office webpage. These forms are the change of	**Improvement:** The SIS has been upgraded to be able to accommodate online courses and advisors could approve their advisee on myShark which require them to enter the physical location campus so the student can only register for face-to-face

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	maintaining/improving effectivity of SIS related services. **Target:** Registrar's office's webpage design improved and content updated or SIS services improved	grade form, Third Year in Teacher preparation- Elementary application form and the Bachelor of Science in Elementary Education application form. AU has also worked with IT in having the tutorials below posted online so it can be easily shared to students via email or through the college website. How to log in to schoology - http://www.comfsm.fm/?q=How-to-Schoology How to withdraw from a course in summer 2020 - http://www.comfsm.fm/dcr/misc/Summer-2020-Course-withdrawal-procedures.pdf How to register online steps - http://www.comfsm.fm/news/How-to-register-online-for-summer-2020.pdf How to register online video tutorial - https://www.youtube.com/watch?v=thaprvS0Fl4 Exploring myShark - https://www.youtube.com/watch?v=WbYrdFRzZ50 **Improvement Plan:** Continue to update and upload forms that has changes. Collaborate with ITO in having the admission process to be online. Work with ITO in having tutorials posted on the OARR web page.	courses at their location. (08/05/2020)
	Descriptive Statistics - Provide support and training for all registrar's staff designed to upgrade their skills, adeptness, and proficiency 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-	**Reporting Period:** 2019 - 2020 **Target Met:** Yes Although no formal training were done for all registrar's staff, direct supervision and instructions were being given to them. Changes in routine operations and procedures like the changes to the admission procedure and registration procedures done in summer 2020 where there was a shift to online mode of instruction. Step by step instructions on how we proceed were provided and their questions were always entertained when they encounter situations where they do not know what to do or got confused. (06/30/2020)	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	literacy; and (g) others. **Target:** Support and Training provided to all OARR staffs.		
2019-2020 OARR Outcome 3 - Improved coordinated marketing, recruitment and outreach program to increase enrollment of targeted priority groups, i.e., traditional first-time freshman, transfer, continuing and returning students. Increased visibility, awareness, and knowledge about the college, and opportunities available to students. Improved execution of multi-Modal enrollment, marketing, and communication services to increase touch point with students. Alternative scheduling to improve student success and persistence is developed and implemented. **AUO Status:** Active **AUO Assessment Cycle:** 2019 - 2020 **Start Date:** 10/01/2019 **Inactive Date:** 09/30/2020	**Descriptive Statistics -** In collaboration with other student support services units and coordination with the high schools, continue to market, recruit and outreach to increase or meet target enrollment. **Target:** Outreach activities done and information shared to high schools. (i.e. college fair/high school visits to seniors).	**Reporting Period:** 2019 - 2020 **Target Met:** Yes Due to the pandemic, high school visits have been cancelled. Alternative like informing the high school principals and counselors to pass information to students were done and special enrollment schedules for graduating high school students were scheduled. Students taking their COMET packets were placed on schedules on special registration dates. High school students who took the COMET and provided their email address have been emailed with information. (07/30/2020)	
	Descriptive Statistics - Continue to utilize all available means to market and provide information, announcements, communication and assistance to community, faculty, students and other relevant offices in conducting enrollment, orientations and other related activities. **Target:** Students will know of the OARR assisted activities through the utilized available media. At least 30% of students registered before the regular registration all campus wide.	**Reporting Period:** 2019 - 2020 **Target Met:** Yes Based on the fall 2019 student orientation survey, students got informed of the schedule of the orientation through announcement on the college website (38.33%), family and friends (23.33%), banner (3.33%), college staff (38.33%), poster (8.33%), social media (16.67%) and through other students (31.67%). Based on the spring 2020 student registration survey, students found out about the registration activity by 18.80% announcement on the radio, 42.11% through the internet (COM-FSM news fee, facebook, etc.), 35.34 heard it from family and friends, 11.28% seeing it on flyers and banners. Online registration mode has been opened from the start of early registration up certain date for regular registration. Spring 2020 early registration was on November 5-13, 2020, the online registration was kept open up to January 6, 2020 before regular registration on January 8-10,2020. The	**Improvement:** 35% of target headcount all campus wide registered before regular registration (07/09/2020)

result was 35% all campus wide of target number of students have already registered by January 6, 2020.

 (06/30/2020)
Improvement Plan: Continue to open online registration from the early registration to a cut-off date before regular registration to achieve 40% of student population registered before the regular registration.
Related Documents:
Orientation Survey 2019.3
Registration Survey 2020.1

Descriptive Statistics - Continue to update the students guide and students handbook to be provided to students either through the website or paper copy.
Target: Increased visibility, awareness, and knowledge about the college, and opportunities available for students through the handbook and student guide.

Reporting Period: 2019 - 2020
Target Met: Yes
The student guide for 2019-2020 was uploaded in the college website in fall 2019. This could be found on this link http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf

The student handbook for 2019-2020 was also uploaded in the college website for easy viewing of students. This could be found on this link http://www.comfsm.fm/publications/handbook/2019-2020-Student-Handbook.pdf

 (06/30/2020)
Improvement Plan: Update the student handbook and student guide for academic year 2020-2021 and also create additional tutorials slide or video shared with students.
Related Documents:
OARR Students Guide 2019.pdf
2019-2020 Student Handbook-revised.pdf

Improvement: All students for summer 2020 were emailed a guide on how they could withdraw from a course specially during that time that classes are online and their advisors/instructors are located remotely or working remotely due to precautionary measures in response to the COVID-19 pandemic. (08/05/2020)