



# 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)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p><b>2016-2017 OARR Outcome 1 -</b> 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> 2016 - 2017 <b>Target Met:</b> Yes SIS IDP is 100% up to date and consistent with the college catalog. Discrepancies or unusual situations with using the</p>	<p><b>Improvement:</b> Setting up IDP (degree program &amp; IDP group) for pre-sis programs would help in degree verification requests.</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>faculty and support services staff involved in the academic advising process.</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2016 - 2017</p>	<p>tracking of students' progress toward graduation, including timely processing other student- or faculty-driven requests as needed.</p> <p><b>Target:</b> 100% updated, i.e., SIS IDP report: IDP set-up (degree program &amp; IDP group)</p>	<p>IDP are communicated by academic advisors to OARR and are reviewed, updated or communicated to IT if needed.</p> <p>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 in order for them to see academic advisors and process needed forms like application for graduation, course substitution form and other necessary documents.</p> <p>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)</p>	<p>(08/21/2017)</p>
<p><b>Descriptive Statistics</b> - 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.</p> <p><b>Target:</b> At least two extended orientation sessions during fall and spring terms, and a session during the summer term</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>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 &amp; charges, financial aid services, academic programs, available counseling and tutoring services, student life activities, clubs &amp; sports, security &amp; safety and title IX.</p> <p>Meeting with potential graduating students are conducted during the fall and spring semesters. Graduation requirements, important dates, process and procedures are shared with them.</p> <p>(08/21/2017)</p>	<p><b>Improvement:</b> 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.</p> <p>(08/21/2017)</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</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>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</p>	<p><b>Related Documents:</b></p> <p><a href="#">2017.2 Student orientation</a></p>	<p><b>Improvement:</b> 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</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>OARR routine procedures and processes.</p> <p><b>Target:</b> At least one training (or orientation) for faculty members and academic advisors.</p>	<p>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)</p>	<p>tool. (08/21/2017)</p>
<p><b>2016-2017 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>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>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> No Data gathering and observation of Registrar's Office Operations is being done and will continue in the next cycle where drafting of the manual will be started. (08/21/2017)</p>	<p><b>Improvement:</b> A research and view of other colleges registrar's office operation manual would provide an idea of what format, what informations are needed and where to begin drafting the manual. (08/21/2017)</p>
<p><b>AUO Status:</b> Active <b>AUO Assessment Cycle:</b> 2016 - 2017</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>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> 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).</p> <p>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)</p>	<p><b>Improvement:</b> 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)</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 enrollment and degree verification.</p> <p><b>Target:</b> Turn-around time, one to</p>	<p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> 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</p>	<p><b>Improvement:</b> The digitization of archive files would help in the processing of enrollment and degree verifications.</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>two business days from receipt of the requests</p> <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/</p> <p><b>Target:</b> 100% of archival student records digitized.</p>	<p>the archives. (08/21/2017)</p> <p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No            700 students records so far have been digitized. The work continuous into the next cycle. (08/21/2017)</p>	<p>Setting up IDP for pre-sis catalog would help speed up verifications. (08/21/2017)</p> <p><b>Improvement:</b> AU will continue the digitization of all archival documents.</p> <p>A desktop computer and a better scanner would help speed up work.</p> <p>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.</p> <p>(08/21/2017)</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.</p> <p><b>Target:</b> Registrar Office's webpage design improved, and content updated</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> 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.</p> <p>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)</p> <p><b>Related Documents:</b>  <a href="#">OARR Web update.docx</a></p>	<p><b>Improvement:</b> Review and comments of the registrars office webpage will be solicited from colleagues and perhaps also students. (08/21/2017)</p>
	<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</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes            2 staff have joined the training on July 20, July 24 and July 26-28, 2017 to refresh and upgrade on computer skills.</p> <p>As alternative to providing formal training to all staff, FERPA</p>	<p><b>Improvement:</b> 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.</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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	<p>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>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)</p>	<p>Research on more training links shall be done and shared with all OARR staffs. (08/21/2017)</p>
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<p><b>2016-2017 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 <b>AUO Assessment Cycle:</b> 2016 - 2017</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> 2016 - 2017 <b>Target Met:</b> Yes</p> <p>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.</p> <p>AU counterparts in state campuses have also conducted student orientations on fall semesters. For example, see related document on Yap orientation booklet.</p> <p>Special orientations are also conducted upon requests of students or faculty. For example the DDFT program student orientation.</p> <p>Fall 2017 Student Orientation Survey indicated that students were satisfied with a rate of 8 out of 10 scale. (08/21/2017)</p> <p><b>Related Documents:</b>  <a href="#">2017.3 OARR Student Orientation.pdf</a>  <a href="#">Orientation Survey 2017.3</a>  <a href="#">2016.3 Yap Orientation Booklet.pdf</a></p>	<p><b>Improvement:</b> Creating videos of 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)</p>
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<p><b>Descriptive Statistics -</b> Continue to publish OARR Student's Guide expanded to include contents beyond policies and procedures that relate to registration, academic</p>	<p><b>Reporting Period:</b> 2016 - 2017 <b>Target Met:</b> Yes</p> <p>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.,</p>	<p><b>Improvement:</b> AU to coordinate with state campus OARR staff to also distribute paper-format issue of the Student Guide during new student orientations.</p>
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<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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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.

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 the new student orientation

Video of student success stories are featured during the student orientations. (08/21/2017)

**Related Documents:**  
[OARR Student's Guide 2017.pdf](#)

(08/21/2017)

**2017-2018 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:** 2017 - 2018

**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:** SIS IDP is updated with changes on program requirements(degree program & IDP group). Prior to SIS IDP entered on 1/2018

**Notes:** List of potential program completers is generated.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes  
 The SIS IDP has been updated with fall 17 program term course requirements. Updates to changes in program requirements also were made particularly for certificate in agriculture, food and technology program and change in number of credits for AS in Hospitality & Tourism Management and AS in Business administration.

MS 099 was changed from 4 credits to 5 credits so certificate programs with the course have been updated to increase program credit requirement to increase by 1 credit on the SIS IDP.

Certificate programs for IDP term 2003 were also uploaded in the SIS to help in the easy review of past students completion and verification.

Initial degree audits have been conducted per semester, a list of potential program completer were generated and students on the list are contacted to complete their

application for graduation or informed of other requirements.

Information and advising were provided to high school seniors particularly on their placement, encouraging students placed on developmental courses to register during the summer semester. Having them register during the summer to finish their developmental courses would enable them to register full time in the fall semester and shorten their time to graduation. (09/13/2018)

**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

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

AU conducted a session during the special orientation for transfer students on a quick guide using myShark and OARR routine processes and procedures in Fall 2018.

Meeting with candidates for graduation were done in Fall 17 and Spring 2018 regarding graduation requirements, commencement speaker and commencement theme, graduation regalia and important activity dates.

OARR routine processes and procedures continue to be provided to students during college visits, student orientations and school visits. (09/13/2018)

**Improvement:** a survey should be done after the commencement exercises on

1. Satisfaction on how the commencement ceremony were done
  2. Suggestions on what they would like to improve
  3. How did they know of their graduation status
  4. How were they informed of the graduation requirements
  5. How were they informed of the schedule of rehearsals & commencement
  6. what did they like most on the overall graduation preparation, rehearsal and commencement
  7. Would they recommend fellow students to join the commencement when they finish their program?
- (09/13/2018)

**Follow-Up:** Survey questionnaire now available on survey monkey or will be downloaded for graduate students to fill up when claiming for their degree.

<https://www.surveymonkey.com>

com/r/H6PXYRJ  
(09/13/2018)

**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.

**Notes:** A summary guide on using myshark and OARR routine procedures will be prepared and provided to new faculty members.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

AU presented a review of OARR routine procedures and processes during the August 13, 2018 faculty workshop.

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.

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)

**Related Documents:**

[2018.3 Faculty Workshop Presentation.pdf](#)

**Descriptive Statistics** - Continue to 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 & other related activities.

**Target:** 80% of students will be satisfied with OARR assistance on activities and are informed of activities through the available media used.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

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.

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.

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. (09/13/2018)

**Related Documents:**

[Registration Survey 2017.3](#)

**2017-2018 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:** 2017 - 2018

**Descriptive Statistics -** 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.

**Target:** Registrar's Office Operations and Procedure Manual

**Notes:** SC to draft steps they do in the processing of documents.

**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;

**Notes:** Computers have been requested to upgrade and maintain or improve the processing time.

**Reporting Period:** 2017 - 2018

**Target Met:** No

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. (09/13/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

AU has new computers which could help in reducing the turn-around time in processing and printing of documents.

Academic transcripts processed by AU are

Fall 2017	430 transcripts
Spring 2018	399 transcripts
Summer 2018	263 transcripts
Fall 2018	65 transcripts

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

**Improvement:** 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)

*Administrative Unit Outcomes*

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transcripts are processed beyond two days also because it takes time to prepare them manually and verify the correctness.

Degrees and Certificates processed and released by AU are

Degree processed	320
Degree released	258
Certificates Processed	119
Certificates Released	94

All degrees and certificates were processed and available within 5 days from the commencement exercises. (09/13/2018)

**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:** 2017 - 2018

**Target Met:** No

AU was provided new computers to aid in reducing the turn-around time in processing and printing.

Processing of applications below have been entered in the SIS within two days from the receipt of the completed forms.

Application for re-admissions	151
Application for second degree	76
Application for TYC GBU/AC	38
Application for TYC PH	28

102 certificate of enrollment were processed within three days from the date of request. (09/13/2018)

**Improvement:** Creating SIS IDP for prior to SIS program term would help when doing degree verification of old students. (09/13/2018)

**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 records digitized.

**Notes:** State campus OARR to make

**Reporting Period:** 2017 - 2018

**Target Met:** No

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.

897 new records have been created and 95 certifications were processed by the records section.

In order for the digitization to continue, a new special

**Improvement:** An upgrade in the scanner is needed to speed up the completion of the digitization of archival records. (09/13/2018)

a scanned file of documents forwarded to National Campus.

Archival documents of 700 students was previously reported on the 2016-2017 assessment cycle.

**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

**Notes:** SIS issues that need IT technical support and/or suggestions on improvement of SIS service shall be communicated to registrar to collaborate with IT.

**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

contract employee has been assigned to continue the task going into the next 2018-2019 cycle. (09/13/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

AU in collaboration with ITO updated the Registrars Office webpage which now shows the calendar from 2013 to 2018.

Updated forms, student guide and students handbook were also uploaded for easy downloading for students, staff or community.

The OARR webpage is found on this link <http://www.comfsm.fm/?q=admissions> and forms are found on this link <http://www.comfsm.fm/?q=OAR-forms> (09/13/2018)

**Improvement:** if possible, video presentations for processes and procedures are created and also linked to the procedures on the webpage. (09/13/2018)

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

All staffs from CTEC and National along with staff representatives from the state campus have been required to attend the fall 2018 college summit.

Continues assistance, advising and individual training are being provided by registrar and VPEMSS to staff whenever necessary.

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)

**Notes:** All registrar's staff are encouraged to participate on HR staff development organized activities.

**2017-2018 OARR Outcome 3 -**

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:** 2017 - 2018

**Descriptive Statistics -** In 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.

**Reporting Period:** 2017 - 2018

**Target Met:** Yes

AU in collaboration with various offices delivered student orientations during fall 17, spring 18 and summer 18.

Presentations were also conducted with visiting high school students from Madolenihm High School, Talent Search Program and Upward Bound Program.

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)

**Related Documents:**

[Orientation Survey 2017.3](#)

[Orientation Survey 2018.1](#)

[Orientation Survey 2018.2](#)

**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)

**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/Student-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)

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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.

comfsm.fm/publications/handbook/2017-2018-Student-Handbook-for-printing.pdf (09/13/2018)

**Related Documents:**  
[OARR Student's Guide 2018.pdf](#)

<p><b>2018-2019 OARR Outcome 1 -</b>            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.</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2018 - 2019  <b>Start Date:</b> 10/01/2018  <b>Inactive Date:</b> 09/30/2019</p>	<p><b>Descriptive Statistics -</b> 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.</p> <p><b>Target:</b> SIS IDP is updated with program term SY2018-SY2019 and approved changes to program and course requirements are incorporated. Degree completion audit is done and students are informed of their degree completion status and graduation requirements.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes            The SIS IDP has been updated for program term SY2018-SY2019 course requirements.</p> <p>Initial degree completion audit has been conducted each term and a list of potential program completer were generated. Students on the list were informed to complete their application for graduation or informed of other requirements that they needed to do. A total of 258 in various programs were potentially completing their program in Fall 2018 based on initial assessment of student IDP. 208 actually completed and graduated. In Spring 2019, initial degree completion audit, showed a total of 249 students potentially completing their program. 180 had actually completed and graduated at the end of the semester.</p> <p>Division requests for list of students completing on their divisions program were accommodated.</p> <p>Information and advising were provided to high school seniors particularly on their entrance test placement, encouraging students placed on developmental courses to start during the summer semester. Having them register for the summer term and finish their developmental courses would enable them to be full time students in the fall semester and shorten their time to graduation. In Summer 2019, the college registered 404 new students all campus wide. This number is 29% higher than the new student enrollment of summer 2018.</p>	<p><b>Improvement:</b> Continue generating the initial IDP audit after the official enrollment list is final.</p> <p>Continue to share information to the high schools for the students to be aware of when they should register in order to complete at a shorter time. (09/09/2019)</p>
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(06/23/2019)

**Improvement Plan:** Continue to update the SIS IDP when new changes to curriculum are effective and continue to the practice of meeting with candidates to assist, advise and share information. Work with ITO for improvements to the myShark portal of students and faculty to have necessary information that help with academic advising or assist students on understanding their degree completion requirements.

**Related Documents:**

[Commencement Program 2018.3.pdf](#)

[Commencement Program 2019.1.pdf](#)

[Commencement Survey 2019.1](#)

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

AU conducted student orientation for new and transfer students in fall 2018, spring 2019 and summer 2019. Topics on presentations included academic programs offered, important academic dates, registration process, academic standing, post-registration processes, fees & charges, student accounts, financial aid, counseling & tutoring services, library information, campus tour and others.

The survey of the fall 2018 student orientation indicated that the students satisfaction for the presentations presented is 8 out of 10. The complete survey result could be found on the related documents attached.

Meeting with candidates for graduation were done in November 14, 2018 for fall 2018 and March 27, 2019 for spring 2019 . Agenda of the meeting included graduation requirements, commencement speaker, commencement theme, graduation regalia and important activity dates. (06/23/2019)

**Improvement Plan:** Continue to provide student orientations all campus wide.

**Related Documents:**

[Orientation Survey 2018.3](#)

[Orientation Survey 2019.3](#)

**Descriptive Statistics** - Continue to collaborate with academic divisions and program faculty to scheduling and conducting orientation and extended orientation sessions covering topics, such as but by any means not limited to, academic standards and regulations, a quick guide to using myShark, graduation requirements, and OARR routine processes and procedures

**Target:** Orientation and/or extended orientation is done during fall and spring semesters. 80% of the students will be satisfied with the orientation.

**Improvement:** Prepare videos or slides on orientation topics to be uploaded on the college website which could be easily shared to students at all campus.

(09/09/2019)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p><b>Descriptive Statistics</b> - Continue to communicate and collaborate with academic division and program faculty with completeness of student records.</p> <p><b>Target:</b> Class grades are submitted and deficiency reports are generated. 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 candidates for graduation is generated for commencement exercises.</p> <p><b>Descriptive Statistics</b> - Continue to support and assist faculty members and academic advisors using myShark as an academic tool including routine procedures and processes.</p> <p><b>Target:</b> Summary guide and OARR routine procedures are visible or provided to new faculty members. Training if necessary for faculty member and academic advisor is done.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes  midterm and final grades for fall 18 and spring 19 are complete. deficiency reports have been generated within two weeks from the deadline of submission of midterm grades and provided to academic advisors and counselors. Final degree audit was done within one day after the deadline of submission of final grades. The list of honor rolls was provided to VPIA and final list of candidates for graduation was generated for commencement exercises preparations. (06/23/2019)</p> <p><b>Improvement Plan:</b> continue to send reminders and announcement college wide through email and the college website news feed regarding deadline of submission of grades.</p> <p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes  Faculty members inquiring on routine procedures were provided assistance. Assistance provided include showing where forms could be downloaded, posting grades when they have difficulty doing it on myshark, providing information on their advisee and other requests.</p> <p>An option to email the class grades or withdrawal forms was allowed to accommodate faculty members who could not go through the traditional process. (06/23/2019)</p> <p><b>Improvement Plan:</b> continue to update the forms and OARR schedule on the website to be visible and accessible by academic advisors or faculty members.</p>	<p><b>Improvement:</b> Coordinate with IT office on the possibility of upgrading the myShark portal for academic advisors to include view of their advisees midterm deficiency status. With this, academic advisors can timely see their advisees midterm deficiency status and do timely advise. (09/09/2019)</p> <p><b>Improvement:</b> Coordinate with IT office in upgrading the faculty myshark portal to contain the midterm deficiency list of their advisee and their contact details. (09/09/2019)</p>
<p><b>2018-2019 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;</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, 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</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes  A total of 790 transcripts have been processed from October 1, 2018 to June 30, 2019. From a sample size of 181 processed transcripts tested on the number of days it took it to be processed shows that 89% of the transcripts were processed within 2 working days or less and 11% were processed after two working days. Some reasons for processing to go beyond two days happens if the request was made during the busy times of registration, college fair,</p>	

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>(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  <b>AUO Assessment Cycle:</b> 2018 - 2019  <b>Start Date:</b> 10/01/2018  <b>Inactive Date:</b> 09/30/2019</p>	<p>to five business days from graduation.</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 enrollment and degree verification.</p> <p><b>Target:</b> Turn-around time, one to two business days form receipt of the requests</p>	<p>COMET or graduation.</p> <p>Other applications processed or entered in the SIS are Re-admissions 67, second degree applications 28 and third year applications of 27.</p> <p>A total of 295 degrees and 132 certificates have been processed and printed for Fall 2018 and Spring 2019. All diplomas and certificates have been processed within 5 working days after the commencement exercises. The number of degrees and certificates released after clearances have been received is 342 degrees and 122 certificates. (07/02/2019)</p> <p><b>Improvement Plan:</b> target at least 90% of transcript request to be processed within two working days. A special contract or part-time employee is needed at the front desk and helping out during admission and activities in order to free up staff to be working on transcripts and certifications.</p> <p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes  A total of 43 certificate of enrollment was process and done within two working days from date of receipt.</p> <p>Degree verification with signed authorizations were done within two working days from the date the request was received. A total of 15 request was received electronically. (07/02/2019)</p> <p><b>Improvement Plan:</b> Maintain the turn-around time for the enrollment certifications and degree verifications.</p>	
	<p><b>Descriptive Statistics</b> - Continue work related to the digitization of all archival documents, e.g., student records during the predatabase system and the quarter systems, the COM and CCM period, the Nursing School in Saipan and the Marshal Islands while at the same time creation of new files for new students of SY 2018-2019.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> No  618 new file folders were made in fall 2018 and 554 in spring 2019.  Digitization of archival documents have been slow due to overwhelming work of the records manager in her routine daily work duties and on office activities. (06/25/2019)</p> <p><b>Improvement Plan:</b> A better scanner is needed in order to have a clearer and faster way to scan documents.</p>	<p><b>Improvement:</b> In order to speed up the digitization of archival documents, a special contract specifically assigned to do the digitization while the current records manager continue in creating new files. (09/09/2019)</p>



**Target:** 100% of archival student records digitized. New documents are sorted and new files created.

**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 maintaining/improving effectiveness of SIS related services.

**Target:** Registrar's Office's webpage design improved and content updated or SIS services improved.

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Contents of the Registrar's webpage specifically the OARR forms, student guide, student handbook and also including new forms on the Registrar Office's website were updated or uploaded.

The students handbook for 2018-2019 was updated and uploaded on the website and found on this link <http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf>

A copy of the Student Guide 2019 could found on this link <http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf>

Forms updated and uploaded to the Registrars webpage include the Change of Grade form, TYC Education Application form, BS Elementary Education Application form, Duplicate Degree Application Form, Second Degree Application Form, Residence Hall Application Form and the Health Examination Form. (07/01/2019)

**Improvement Plan:** Continue to review all the forms uploaded to check for forms that need to be updated.

**Related Documents:**

[OARR Students Guide 2019.pdf](#)

**Descriptive Statistics -** Provide at least one formal 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

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

Although not one formal training was provided but direct supervision and consulting was provided to all staff by the registrar. Changes to procedure were communicated and technical support was provided when needed by staffs on

**Improvement:** Continue to update forms and prepare tutorials or step by step guides to be uploaded on the units webpage. Work with IT on the upgrades on SIS services particularly on online registration, online withdrawal, myShark contents and SIS reports. (09/09/2019)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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procedures, © 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

what to do with using the SIS, microsoft office and others. (07/01/2019)

**Improvement Plan:** staff shall be encouraged to join HR organized trainings

<p><b>2018-2019 OARR Outcome 3 -</b> 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.</p>	<p><b>Descriptive Statistics -</b> In collaboration with other student support services units and coordination with the high schools, continue to market, recruit and outreach to increase enrollment.</p> <p><b>Target:</b> Outreach activities done and information shared to high schools. (i.e. college fair/high school visits to seniors)</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>In collaboration with instructional division and other student support services units, a visit to the high schools to meet high school seniors and do presentations to share information on what programs the college offer, COMET placement options and advice, important academic dates, admission requirements, financial aid information and other services.</p> <p>All campuses have successfully organized a college fair in April 2019. A survey of the Pohnpei college fair had indicated that 90.5% of the students are satisfied with the overall set up of the fair and 93.91 agree to recommend students to attend future COM-FSM college fair activities. (07/01/2019)</p>	<p><b>Improvement:</b> special registration days to be scheduled for new students. (09/11/2019)</p>
<p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2018 - 2019  <b>Start Date:</b> 10/01/2018  <b>Inactive Date:</b> 09/30/2019</p>	<p><b>Descriptive Statistics -</b> Continue to utilize all available means to market and provide information,</p>	<p><b>Improvement Plan:</b> New video student videos are needed to be created. Students tend to be attentive when watching videos made by students.</p> <p><b>Related Documents:</b>  <a href="#">College Fair Survey 2019.1</a></p> <p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Announcements for enrollment, orientation,</p>	

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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announcements, communication and assistance to community, faculty, students and other relevant offices in conducting enrollment, orientations and other related activities.

**Target:** 80% of students will know of the OARR assisted activities through the utilized available media

**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.

commencement, entrance testing and college fair are made through banners, newspaper advertisement, college website, social media, radio, high school visits, posters and by direct inquiries through phone and emails.

Based on the spring 2019 registration survey, students found out about the registration through  
 Radio announcement 18.80%  
 Internet/social media/college website 42.11%  
 Heard from family and friends 35.34%  
 Flyers, banner, billboards, others 11.28%

Based on the Spring 2019 commencement survey, students were informed of rehearsals and commencement schedule through  
 College website, myShark & Social Media 36.67%  
 OARR Staffs 46.67%  
 Family & Friends 23.33%  
 Banner, Poster & Others 6.67% (07/01/2019)

**Improvement Plan:** Seek other office to assist or share in the cost of making announcements or advertisements.

**Related Documents:**

- [Registration Survey 2019.1](#)
- [Commencement Survey 2019.1](#)

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

The student guide has been updated on fall 2018 and fall 2019. The copies were uploaded on the website and fall 2019 student guide is found on this link  
<http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf>

The student handbook was updated and also uploaded on the website for easy access to students. This link shows the student handbook on the website  
<http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf>

(07/01/2019)

**Improvement Plan:** Continue to update the student guide

and handbook on changes in procedures and processes

**Related Documents:**

[OARR Students Guide 2019.pdf](#)

**2019-2020 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:** 2019 - 2020

**Start Date:** 10/01/2019

**Inactive Date:** 09/30/2020

**Descriptive Statistics -** Support the role of the academic advisors by providing accurate degree completion audits, and effective 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.

**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 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)

**Improvement Plan:** AU to work with Information Technology Office on upgrading the academic advisors myShark account to automatically include deficiency listing of their advisees after the midterm grades have been submitted.

**Improvement:** a tutorial video on how students check their degree completion on their myShark account has been created.

The myshark account of academic advisors has been upgraded to include deficiency list of their advisees immediately after midterm grades are posted. (09/01/2020)

**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,

**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

**Improvement:** More short videos or tutorial slides are made available for students to view online. An online orientation page was created on the college website ready by the beginning of fall 2020. (09/01/2020)

*Administrative Unit Outcomes**Assessment Strategies**Results**Improvements*

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.

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.

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:** Due to services moving more to remotely or online, 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](#)

**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 candidates for graduation is generated.

[A Quick Guide to myShark](#)

**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.

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

**Reporting Period:** 2019 - 2020

**Target Met:** Yes

AU created the Third Year in Teacher Preparation - Elementary application form and the Baccalaureate of

**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)

**Improvement:** Information on upgrades to myShark to be shared with academic advisors. (09/01/2020)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p>routine procedures and processes.</p> <p><b>Target:</b> 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.</p>	<p>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.</p> <p>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)</p> <p><b>Improvement Plan:</b> 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.</p> <p>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.</p>	
<p><b>2019-2020 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 <b>AUO Assessment Cycle:</b> 2019 - 2020 <b>Start Date:</b> 10/01/2019</p>	<p><b>Descriptive Statistics -</b> Continue to provide information and guidance to potential students through high school visits, college tours, college fair and other college activities.</p> <p><b>Target:</b> Admission applications and documents are received and students are informed of important information they need for admission, registration and other required procedures.</p>	<p><b>Reporting Period:</b> 2019 - 2020 <b>Target Met:</b> Yes</p> <p>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.</p> <p>In preparation for fall 2020, admission requirements and</p>	<p><b>Improvement:</b> 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.</p> <p>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</p>

**Inactive Date:** 09/30/2020

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)

registration. (08/05/2020)

**Improvement Plan:** Due to the pandemic, classes are moving to online and in-person assistance are limited on campus and more on remote basis thereby bringing the idea of creating an online mode of assisting students, staffs , and others. Tutorial slides and videos would be planned to be created and uploaded on the college website for easy viewing of students anytime, anywhere and without coming to the campus.

**Related Documents:**

[Kpress Ad-June-2020.pdf](#)

**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 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)

**Improvement Plan:** Due to the pandemic, registration for summer 2020 has moved to more of online registration than in-person registration. AU notices the need for technology upgrades and will work with the office of Information Technology in updating the SIS and myShark to

**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.

**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.

**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:** Continue the extended early registration online to provide more time and flexibility for students registering. (09/01/2020)



adopt courses being online and academic advisors working remotely so students can only contact them by phone or email.

**Related Documents:**

[Registration Survey 2019.3](#)

[Registration Survey 2020.1](#)

**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 blank degrees and certificates because of a change in a signatory in it. (07/09/2020)

**Improvement:** With the cause of delay in processing degrees and certificates identified, a solution to have a reserve of blank degrees and certificates would lessen the delay of processing in the future. (09/01/2020)

**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.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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**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.

**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.

**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 maintaining/improving effectivity of SIS related services.

**Target:** Registrar's office's webpage design improved and content updated or SIS services improved

**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)

**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 continue on the digitization of archival documents. (09/09/2020)

**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 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:

**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 courses at their location. (08/05/2020)

[//www.comfsm.fm/dcr/misc/Summer-2020-Course-withdrawal-procedures.pdf](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=thaprS0F14>  
 Exploring myShark -  
<https://www.youtube.com/watch?v=WbYrdFRzZ50>  
 (07/09/2020)

**Improvement Plan:** AU to continue to update and upload forms that has changes.

AU to collaborate with ITO in having the admission process to be online.

AU to work with ITO in having tutorials posted on the OARR web page.

AU to work with ITO for the creation of the virtual orientation on the college website.

**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-literacy; and (g) others.

**Target:** Support and Training provided to all OARR staffs.

**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)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>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.</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2019 - 2020  <b>Start Date:</b> 10/01/2019  <b>Inactive Date:</b> 09/30/2020</p>	<p>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.</p> <p><b>Target:</b> Outreach activities done and information shared to high schools. (i.e. college fair/high school visits to seniors).</p> <p><b>Descriptive Statistics -</b> 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.</p> <p><b>Target:</b> 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.</p>	<p><b>Target Met:</b> 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)</p> <p><b>Reporting Period:</b> 2019 - 2020  <b>Target Met:</b> 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%).</p> <p>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.</p> <p>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 result was 35% all campus wide of target number of students have already registered by January 6, 2020.</p> <p>(06/30/2020)</p> <p><b>Improvement Plan:</b> Continue to open online registration from the early registration to a cut-off date before regular</p>	<p><b>Improvement:</b> 35% of target headcount all campus wide registered before regular registration (07/09/2020)</p>

**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.

registration to achieve 40% of student population registered before the regular registration.

**Related Documents:**

[Orientation Survey 2019.3](#)

[Registration Survey 2020.1](#)

**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.

A need for an withdrawal to be done remotely has been identified so a plan to have the myShark portal to be upgraded to have online withdrawal option will be planned. The plan is to have the student request withdrawal on myshark then the academic advisor and class instructor is immediately alerted on their myShark account for action. This would prompt the academic advisor to contact his/her advisee. The remote withdraw followed in summer 2020 would be temporary until myShark has been upgraded.

**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)