

Assessment: Administrative Unit Four Column



C - EMSS - Admissions, Records and Retention

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

Currently, OARR provides the following services to its patrons:

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

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

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

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2018-2019 OARR Outcome 1 - Provide timely, precise guidance and support to students as they work toward degree completion, as well as</p>	<p>Descriptive Statistics - Support the role of the academic advisors by providing accurate degree completion audits, and effective</p>	<p>Reporting Period: 2018 - 2019 Target Met: Yes The SIS IDP has been updated for program term SY2018-SY2019 course requirements.</p>	<p>Improvement: Continue generating the initial IDP audit after the official enrollment list is final.</p>

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<p>faculty and support services staff involved in the academic advising process.</p> <p>AUO Status: Active AUO Assessment Cycle: 2018 - 2019 Start Date: 10/01/2018 Inactive Date: 09/30/2019</p>	<p>tracking of students' progress toward graduation, including timely processing other student- or faculty-driven requests as needed.</p> <p>Target: 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>Descriptive Statistics - Continue to collaborate with academic divisions</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>(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. Related Documents: Commencement Program 2018.3.pdf Commencement Program 2019.1.pdf Commencement Survey 2019.1</p> <p>Reporting Period: 2018 - 2019 Target Met: Yes</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> <p>Improvement: Prepare videos or slides on orientation topics to be</p>

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	<p>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</p> <p>Target: Orientation and/or extended orientation is done during fall and spring semesters. 80% of the students will be satisfied with the orientation.</p> <p>Descriptive Statistics - Continue to communicate and collaborate with academic division and program faculty with completeness of student records.</p> <p>Target: 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>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.</p> <p>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.</p> <p>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)</p> <p>Improvement Plan: Continue to provide student orientations all campus wide.</p> <p>Related Documents: Orientation Survey 2018.3 Orientation Survey 2019.3</p> <p>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>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>Improvement Plan: continue to send reminders and announcement college wide through email and the college website news feed regarding deadline of submission of grades.</p>	<p>uploaded on the college website which could be easily shared to students at all campus. (09/09/2019)</p> <p>Improvement: 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>

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	<p>Descriptive Statistics - Continue to support and assist faculty members and academic advisors using myShark as an academic tool including routine procedures and processes.</p> <p>Target: 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>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>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>Improvement Plan: continue to update the forms and OARR schedule on the website to be visible and accessible by academic advisors or faculty members.</p>	<p>Improvement: 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>2018-2019 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.</p> <p>AUO Status: Active</p> <p>AUO Assessment Cycle: 2018 - 2019</p> <p>Start Date: 10/01/2018</p> <p>Inactive Date: 09/30/2019</p>	<p>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</p> <p>Target: 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>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>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, 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>Improvement Plan: target at least 90% of transcript request to be processed within two working days. A special</p>	

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	<p>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.</p> <p>Target: Turn-around time, one to two business days from receipt of the requests</p>	<p>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>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>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>Improvement Plan: Maintain the turn-around time for the enrollment certifications and degree verifications.</p>	
	<p>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 Marshal Islands while at the same time creation of new files for new students of SY 2018-2019.</p> <p>Target: 100% of archival student records digitized. New documents are sorted and new files created.</p>	<p>Reporting Period: 2018 - 2019</p> <p>Target Met: No</p> <p>618 new file folders were made in fall 2018 and 554 in spring 2019.</p> <p>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>Improvement Plan: A better scanner is needed in order to have a clearer and faster way to scan documents.</p>	<p>Improvement: 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>
	<p>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</p>	<p>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>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.</p> <p>The students handbook for 2018-2019 was updated and</p>	<p>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.</p>

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	<p>maintaining/improving effectiveness of SIS related services.</p> <p>Target: Registrar's Office's webpage design improved and content updated or SIS services improved.</p> <p>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 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.</p> <p>Target: At least one training for all registrar's staff</p>	<p>uploaded on the website and found on this link http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf</p> <p>A copy of the Student Guide 2019 could found on this link http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf</p> <p>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)</p> <p>Improvement Plan: Continue to review all the forms uploaded to check for forms that need to be updated.</p> <p>Related Documents: OARR Students Guide 2019.pdf</p> <p>Reporting Period: 2018 - 2019</p> <p>Target Met: Yes</p> <p>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 what to do with using the SIS, microsoft office and others. (07/01/2019)</p> <p>Improvement Plan: staff shall be encouraged to join HR organized trainings</p>	<p>(09/09/2019)</p>

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2018-2019 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.</p> <p>AUO Status: Active AUO Assessment Cycle: 2018 - 2019 Start Date: 10/01/2018 Inactive Date: 09/30/2019</p>	<p>Descriptive Statistics - In collaboration with other student support services units and coordination with the high schools, continue to market, recruit and outreach to increase enrollment. Target: Outreach activities done and information shared to high schools. (i.e. college fair/high school visits to seniors)</p>	<p>Reporting Period: 2018 - 2019 Target Met: Yes 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) Improvement Plan: New video student videos are needed to be created. Students tend to be attentive when watching videos made by students. Related Documents: College Fair Survey 2019.1</p>	<p>Improvement: special registration days to be scheduled for new students. (09/11/2019)</p>
	<p>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: 80% of students will know of the OARR assisted activities through the utilized available media</p>	<p>Reporting Period: 2018 - 2019 Target Met: Yes Announcements for enrollment, orientation, 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 though phone and emails.</p> <p>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%</p> <p>Based on the Spring 2019 commencement survey, students were informed of rehearsals and commencement schedule through College website,myShark & Social Media 36.67%</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.

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](#)