

# 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>
<b>2015-2016 OARR Outcome 1 -</b> Students will demonstrate the ability to successfully complete the registration process through one of	<b>Descriptive Statistics -</b> Design, develop, and schedule training for students in accessing and using their myShark Student portals. The	<b>Reporting Period:</b> 2015 - 2016 <b>Target Met:</b> Yes On June 24, 2016, and June 28, 2016, orientation sessions were conducted for first-time in college (freshman) new	<b>Improvement:</b> 1. The college's new student orientation is the critical first step to promoting "Student Success." As such,

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<p>the available registration modes (e.g., online, face-to-face, and mix online/face-to-face registration modes) as evidenced by enrollment in courses.</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2015 - 2016</p>	<p>training shall provide detailed overview on how to navigate the myShark portals.</p> <p><b>Target:</b> 90% positive rating on survey administered to students participating in the training on using myShark student portal.</p>	<p>students who registered for summer 2016 classes at the National Campus, and the 26 participants of the Doctors and Dentist For Tomorrow (DDFT) program, respectively. The orientation sessions covered the following topics: (a) Family Educational Rights and Privacy Act; (b) credit load; (c) full-time versus part-time students; (d) adding and dropping a course or courses; (e) withdrawing from a course; (f) academic regulations; (g) registration processes; and (h) a quick guide to using myShark student portal.</p> <p>On August 4, 2016, orientation session on OARR 101 conducted for first-time-in-college new students. The session covered the following topics:(a) Family Educational Rights and Privacy Act; (b) credit load; (c) full-time versus part-time students; (d) adding and dropping a course or courses; (e) withdrawing from a course; (f) academic regulations; (g) registration processes; and (h) a quick guide to using myShark student portal.</p> <p>A non probability sample of 124 students were surveyed to measure their perceptions about the orientation. Survey questionnaire included 12 close-ended questions with numeric scale ratings (0-10). Results of the survey (questions specific to OARR) are as follows:</p> <ol style="list-style-type: none"> <li>1. Q5. I understand and am aware of the important academic dates, academic standing, post registration processes, add/drop, withdrawing from a class or classes, and other admission procedures that were provided. AU received 8.20 rating.</li> <li>2. Q6. I understand and am aware of the COM-FSM myShark that was presented. AU received 8.30 rating. (08/16/2016)</li> </ol> <p><b>Related Documents:</b>  <a href="#">Orientation 2016.2.pdf</a></p>	<p>continue to provide regular orientation each academic term: fall, spring, and summer, and facilitate extended orientation sessions that extend support to students beyond new student regular orientation, providing timely student support for college-adjustment issues the encounter during their critical first term in college.</p> <ol style="list-style-type: none"> <li>2. Regular and extended new student orientation should be consistently extended as a college-wide program.</li> <li>3. Continue to collaborate with the college's Institutional Research and Planning Office (IRPO) especially seeking their technical and professional assistance in the area of administering surveys to students (participants), analysis (or summary results) of the survey, and others. (07/28/2016)</li> </ol>
		<p><b>Reporting Period:</b> 2015 - 2016</p> <p><b>Target Met:</b> Yes</p> <p>On March 18, 2015, "A quick guide to using myShark (Student Portal)" was presented to students in the</p>	<p><b>Improvement:</b> 1. Continue to collaborate with academic divisions and program faculty to scheduling and conducting</p>

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Micronesian Studies program. Specifically, the following areas were covered in the presentation: (a) Micronesian Studies program requirements, i.e., general education core, major and open electives including graduation requirements; and (b) navigating through the myShark student portal including the different registration modes available for students. 32 students participated in the presentation. The presentation (or training session) is part of the continuing collaborative initiatives between OARR, academic divisions, and other administrative and support services at the college to promoting student success, and OARR's extended orientation program.

A survey was conducted to measure the participants' perceptions about the workshop. Results of the survey are summarized as follows:

- (a). 97% of the participants signified that "the overall presentation in the workshop was clear and easy to relate to" with only 3% expressed disagreement.
- (b) 97% of the participants indicated that the "information provided in this workshop is helpful" with only 3% expressed disagreement.
- (c) 91% of the participants signified that "because of this workshop, I can now explore the system without any assistance," while 6% and 3% expressed neutrality and disagreement, respectively.
- (d) 94% of the participants indicated that the "workshop provided valuable information relating to my major," while 3% and 3% signified neutrality and disagreement, respectively.
- (e) 91% of the participants signified that "the workshop will help me make the right choices in selecting courses related to my major." 6% expressed neutrality, and 3%, disagreement.
- (f) In terms of "the workshop will help me make the right choices in selecting courses that will lead to graduation from my major," 94% signified agreement while 3% disagreed and 3% expressed neutrality.
- (g) 89% of the participants signified that "I used to rely on

extended orientation sessions covering topics, such as but by any means not limited to, a quick guide using myShark, registration, academic standards and regulations, academic program and graduation requirements, routine procedures and processes, and others.

- 2. Continue to extend training to OARR staff and/or student support services staff at the state campuses to facilitating extended orientation sessions for students to ensure consistency in both contents and delivery, as guided by syllabi designed and developed for extended orientation sessions.
- 3. Extended orientation sessions should be a college-wide program.
- 4. Continue to extend training to OARR staff and/or student support services staff at the state campuses on conducting assessments. (05/10/2016)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
	<p><b>Descriptive Statistics</b> - Continue to provide trainings for students on the available modes of registration that include: (a) face to face registration, (b) online registration, and (c) mix face to face and online registration.  <b>Target:</b> 95% of the students shall demonstrate the ability to successfully navigate through and complete the registration process using any one of the three registration modes.</p>	<p>my advisor for course selection and registration. What I learned today gives me confidence to select course on my own." 9% expressed neutrality, and 2% disagreed.  (h) 97% of the participants indicated that "I recommend this workshop to be done to other students" with 3% signifying disagreement.  (i) In terms of the "time allowed for this workshop," 91% signified that the time is sufficient while 6% and 3% expressed neutrality and disagreement, respectively.  (10/14/2015)</p> <p><b>Related Documents:</b>  <a href="#">Presentation-myShark-3-18-2015.pdf</a></p> <p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes  AU continues to facilitates orientation sessions to students on available modes of registration that include: (a) face-to-face registration; (b) online registration; and (c) mix face-to-face and online registration. Basically these sessions are provided to students during regular and special orientations.</p> <p>For examples, new student orientation during summer 2016, June 24, 2016; orientation for students under the Doctors and Dentist for Tomorrow (DDFT) program, June 28, 2016; August 4, 2016, regular orientations for new students during fall 2016 semester.</p> <p>A survey of the 2,092 students who registered in fall 2016 via the AU's registration log showed only one case of a student who for some reason did not complete the five-step registration process by failing to submit to step 5 (registration terminal) his or her approved course selection form for data entry into the Student Information System; as such, staff had to request authorization from the VP or EMSS allowing retro-posting of the student's registration.  (08/17/2016)</p>	<p><b>Improvement:</b> Continue to extend regular and special orientation sessions to students about the various registration modes. collaborate with program faculty to organizing or scheduling sessions not only about the available modes of registration but also the use of myShark to students under their programs.  (08/19/2016)</p>
	<p><b>Descriptive Statistics</b> - Collaborate with the college's department of instructional affairs to further</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> No  AU through the Office of the VPEMSS collaborated with the</p>	<p><b>Improvement:</b> Continue to collaborate with the college's department of instructional affairs</p>

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	<p>strengthen the early registration by strategic scheduling of available sections based on student needs, timely postings of sections offered. Engage state campuses to promote early registration.</p> <p><b>Target:</b> Early register at least 30% of the ensuing term's headcount projection</p> <p><b>Descriptive Statistics</b> - Continue to facilitate training for faculty members and academic advisors on using myShark as an academic advising tool.</p> <p><b>Target:</b> One training (or the equivalent) per term for faculty members and academic advisors on using myShark (faculty) portal.</p>	<p>college's instructional affairs to further strengthen the early registration by strategic scheduling of available sections based on student needs, timely postings of sections offered, and engaging state campuses to promote early registration.</p> <p>For fall 2016, AU scheduled two early registrations: (a) July 7-4, 2016, early registration for continuing and returning students; (b) July 14-15, 2016, early registration for continuing and returning students including new students; and (c) August 5, 2016, early registration for new students.</p> <p>AU's post July 15, 2016, registration log showed a college-wide registration of 505 students with 6,147 registered credits, or 21% of the fall 2016 enrollment target. All campuses early registered less than 30% of their fall 2016 targets except for National Campus who registered 33% and 31% of their enrollment targets in head counts and registered credits, respectively. (08/11/2016)</p> <p><b>Reporting Period:</b> 2015 - 2016</p> <p><b>Target Met:</b> Yes</p> <p>On August 1, 2016, AU director facilitated a training for faculty members and academic advisors on using myShark as an academic advising tool in response to the request of the college's dean of academic programs and program faculty. (08/10/2016)</p>	<p>to engage the state campuses in promoting early registration. (08/16/2016)</p> <p><b>Improvement:</b> AU to continue its collaboration with the college's instructional affairs to organizing and scheduling training sessions on myShark as an academic advising tool, including other routine processes and procedures that have direct or indirect impact to academic advising. (08/12/2016)</p>
<p><b>2015-2016 OARR Outcome 2</b> - Students shall demonstrate understanding of academic and matriculation policies and procedures, and cognizance of academic deadlines as published in the schedule, academic calendar, and other documents.</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2015 - 2016</p>	<p><b>Descriptive Statistics</b> - Continue to deliver orientation for new, transfer, and returning students as scheduled every fall semester, and facilitate extended orientations for all students. Additionally, provide an orientation for a cohort of new, transfer and returning students during spring semester and summer session.</p>	<p><b>Reporting Period:</b> 2015 - 2016</p> <p><b>Target Met:</b> Yes</p> <p>AU in collaboration with other units in the department of EMSS, started facilitating extended orientation for incoming new, transfer and returning students. For example, July 24, 2016, summer 2016 orientation for students; August 4, 2016, fall 2016 orientation for students.</p> <p>An extended orientation, as follow-up to the August 4, 2016, orientation will be scheduled in November 2016, and</p>	<p><b>Improvement:</b> AU to collaborate with its counter-part units at the state campuses to extending the same practice. (08/19/2016)</p>

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	<p><b>Target:</b> Extended orientation session in November; spring and summer orientations for new, transfer and returning students.</p> <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 standards, and education records. Contents shall also include updates, such as enrollment trends, persistence and retention, graduation, student success stories, and announcements. Frequency of publication from annually to once every semester.</p> <p><b>Target:</b> OARR Student's Guide issue per semester (August and January) accessible by students and other stakeholders either online or in paper format.</p>	<p>also one in January 2017 for spring 2017 semester. (08/12/2016)</p> <p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes  AU continues to publish OARR Student's Guide aimed at providing resource information for students especially in terms of AU's routine processes and procedures, e.g., registration procedures, adding and dropping courses, withdrawing courses, and others. The different issues of the Guider basically available online in downloadable portable document format (pdf), <a href="http://www.comfsm.fm/?q=manual-and-handbook">http://www.comfsm.fm/?q=manual-and-handbook</a>.</p> <p>Issues of the OARR Student's Guide are also available in paper-format distributed to participants (students) during the new student orientations. (08/15/2016)</p> <p><b>Related Documents:</b>  <a href="#">OARR Student's Guide 2016</a></p>	<p><b>Improvement:</b> Contents shall also include updates, such as enrollment trends, persistence and retention, graduation, student success stories, and announcements. Contents should also provide information with college-wide applicability, e.g., academic dates, contact information, etc. (08/15/2016)</p>
<p><b>2015-2016 OARR Outcome 3 -</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 including processing and releasing of degrees or certificates; (f) enrollment certifications for former US servicemen or US veterans; (g) data requests; and (h) others.</p> <p><b>AUO Status:</b> Active</p>	<p><b>Descriptive Statistics</b> - Develop and implement a written manual for all guidelines, processes, and procedures that may serve as valuable resource or reference for OARR staff, and essential to the consistent and efficient delivery of routine services and operations. Manual will be included as a module in the department-level manual for routine and operational procedures and processes.</p> <p><b>Target:</b> OARR manual for routine procedures and processes.</p> <p><b>Descriptive Statistics</b> - Implement a mechanism to further improve</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> No  This is a work in progress. (08/23/2016)</p> <p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes</p>	<p><b>Improvement:</b> The new registrar will be working with the VP for EMSS along with other student support services supervisors to developing a department-wide manual of routine processes and procedures. To be completed by December 2016. (08/23/2016)</p> <p><b>Improvement:</b> AU will collaborate with the college's Business Office</p>

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<p><b>AUO Assessment Cycle:</b> 2015 - 2016</p>	<p>transcript productions reducing the turn-around period for processing and releasing academic transcripts.  <b>Target:</b> Academic transcripts will be processed and/or released within two work days from receipt.</p> <p><b>Descriptive Statistics</b> - Continue to digitize all archival documents, e.g., student records during the pre-database system and the quarter systems, the COM and/or CCM system, the nursing school in Saipan and the Marshall Islands  <b>Target:</b> 100% of archival student records during the nursing school in Saipan and the Marshall Islands by end of August 2016.</p>	<p>AU has introduced a system for electronic transmittal to the National Campus staff-in-charge of processing academic transcripts of all transcript requests received on site by AU offices at the state campuses, with a provision requiring updates as to the status of any transcript requested.</p> <p>Then students would get from AU at the state campuses transcript request forms in hardcopy, complete the form, and mail it to the National Campus. Currently, AU advised its office at the state campuses to receive the requests with payments made on-site, at the state campuses; thence, facilitate the electronic transmittal to the National Campus of the requests. The process with immensely reduced the turn-around time for processing the transcripts.</p> <p>AU has also completed updating its transcript request form.</p> <p>AU is now able to process and release transcripts within one to two days upon receipt, and after having been cleared by the college's Business Office. (08/24/2016)</p> <p><b>Related Documents:</b>  <a href="#">COM-FSM Transcript Request Form (Rev)</a></p> <p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> No  This is a work in progress. (08/19/2016)</p>	<p>and other apt units or offices to consider implementing a facility allowing students and former students to make payment online in lieu of sending requests, e.g., transcripts, diplomas and certificates, with payments thru money order, cash or checks.</p> <p>AU will work with the apt standing committees to revisit the current transcript request fee, \$4.00. With the increases in the costs of postages, transcript security papers, and others, AU thought of the need to raise the transcript request fee, and perhaps even other fees, e.g., graduation fee. (08/24/2016)</p> <p><b>Improvement:</b> AU to continue the digitization of all archival documents, e.g., student records during the pre-database system and the quarter systems, the COM and/or CCM system, the nursing school in Saipan and the Marshall Islands. By August 2017.</p> <p>AU to work with the college's IT Office to securing a space in its server as depository for digitized archival documents. (08/30/2016)</p>
<p><b>2016-2017 OARR Outcome 1 -</b>  Provide timely, precise guidance and support to students as they work</p>	<p><b>Descriptive Statistics</b> - Support the role of the academic advisors by providing accurate degree</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</p>	<p><b>Improvement:</b> Setting up IDP (degree program &amp; IDP group) for pre-sis programs would help in</p>



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<p>toward degree completion, as well as 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>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> 100% updated, i.e., SIS IDP report: IDP set-up (degree program &amp; IDP group)</p>	<p>catalog. Discrepancies or unusual situations with using the IDP are communicated by academic advisors to OARR and are reviewed, updated or communicated to IT if needed.</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>degree verification requests. (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>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><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><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. (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</p>	<p>(08/21/2017)</p> <p><b>Related Documents:</b></p> <p><a href="#">2017.2 Student orientation</a></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</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</p>



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	<p>academic advising tool including OARR routine procedures and processes.  <b>Target:</b> At least one training (or orientation) for faculty members and academic advisors.</p>	<p>impact the myShark academic advising tool. No further trainings was requested maybe due to insignificant faculty new hires that needed training and instructional department already has done the overview of myShark with them. The SIS IDP was updated and information about the update was shared to Faculty and academic advisors on the January 2, 2017 faculty workshop. (08/21/2017)</p>	<p>myShark as an academic advising 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.  <b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017</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.  <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>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.  <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).   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>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</p>	<p><b>Improvement:</b> The digitization of archive files would help in the processing of enrollment and degree verifications.</p>

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	<p><b>Target:</b> Turn-around time, one to 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/  <b>Target:</b> 100% of archival student records digitized.</p>	<p>delayed are when the verification are from pre-sis or from 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.  <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,</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</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>(b) routine operations and other procedures, (c) the Family Educational Rights and Privacy Act including other related federal regulations, (d) file management and record-system; (e) pertinent policies and academic standards; (f) techno-literacy; and (g) others.</p> <p><b>Target:</b> At least one training for all registrar's staff</p>	<p>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>accurate services.</p> <p>Research on more training links shall be done and shared with all OARR staffs. (08/21/2017)</p>
<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</p> <p><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</p> <p><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></p> <p><a href="#">2017.3 OARR Student Orientation.pdf</a></p> <p><a href="#">Orientation Survey 2017.3</a></p> <p><a href="#">2016.3 Yap Orientation Booklet.pdf</a></p>	<p><b>Improvement:</b> Creating videos of processes 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>
	<p><b>Descriptive Statistics -</b> Continue to publish OARR Student's Guide expanded to include contents beyond policies and procedures that</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>AU continues to publish OARR Student's Guide aimed at providing resource information for students especially in</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</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>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.</p> <p><b>Target:</b> OARR Student's Guide issue per semester (August and January) accessible by students and other stakeholders either online or in paper format.</p>	<p>terms of AU's routine processes and procedures, e.g., registration procedures, adding and dropping courses, withdrawing courses, and others. The different issues of the Guide is available online in downloadable portable document format (pdf), <a href="http://www.comfsm.fm/?q=manual-and-handbook">http://www.comfsm.fm/?q=manual-and-handbook</a>. The 2017 student guide could also be downloaded from <a href="http://www.comfsm.fm/publications/handbook/Student%20-Guide-2017.pdf">http://www.comfsm.fm/publications/handbook/Student%20-Guide-2017.pdf</a>.</p> <p>Issues of the OARR Student's Guide are also available in paper-format distributed to participants (students) during the new student orientation</p> <p>Video of student success stories are featured during the</p> <p><b>Related Documents:</b>  <a href="#">OARR Student's Guide 2017.pdf</a></p>	<p>student orientations. (08/21/2017)</p>
<p><b>2017-2018 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> 2017 - 2018</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 changes on program requirements(degree program &amp; IDP group). Prior to SIS IDP entered on</p> <p><b>Notes:</b> List of potential program completers is generated.</p>	<p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> 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 &amp; Tourism Management and AS in Business administration.</p> <p>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.</p> <p>Certificate programs for IDP term 2003 were also uploaded in the SIS to help in the easy review of past students completion and verification.</p> <p>Initial degree audits have been conducted per semester, a list of potential program completer were generated and</p>	

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/r/H6PXJRJ>  
(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

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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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.

**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)

**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:** 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

**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	Assessment Strategies	Results	Improvements
	<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.  <b>Target:</b> Turn-around time, one to two business days from receipt of the requests</p>	<p>days are processed after the activity dates. Archived based transcripts are processed beyond two days also because it takes time to prepare them manually and verify the correctness.</p> <p>Degrees and Certificates processed and released by AU are  Degree processed 320  Degree released 258  Certificates Processed 119  Certificates Released 94</p> <p>All degrees and certificates were processed and available within 5 days from the commencement exercises.  (09/13/2018)</p> <p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> No  AU was provided new computers to aid in reducing the turn-around time in processing and printing.</p> <p>Processing of applications below have been entered in the SIS within two days from the receipt of the completed forms.  Application for re-admissions 151  Application for second degree 76  Application for TYC GBU/AC 38  Application for TYC PH 28</p> <p>102 certificate of enrollment were processed within three days from the date of request. (09/13/2018)</p>	<p><b>Improvement:</b> Creating SIS IDP for prior to SIS program term would help when doing degree verification of old students.  (09/13/2018)</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/  <b>Target:</b> 100% of archival student records digitized.</p>	<p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> 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.</p> <p>897 new records have been created and 95 certifications were processed by the records section.</p>	<p><b>Improvement:</b> An upgrade in the scanner is needed to speed up the completion of the digitization of archival records. (09/13/2018)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Notes:</b> State campus OARR to make a scanned file of documents forwarded to National Campus. Archival documents of 700 students was previously reported on the 2016-2017 assessment cycle.</p> <p><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>Notes:</b> SIS issues that need IT technical support and/or suggestions on improvement of SIS service shall be communicated to registrar to collaborate with IT.</p>	<p>In order for the digitization to continue, a new special contract employee has been assigned to continue the task going into the next 2018-2019 cycle. (09/13/2018)</p> <p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> Yes  AU in collaboration with ITO updated the Registrars Office webpage which now shows the calendar from 2013 to 2018.</p> <p>Updated forms, student guide and students handbook were also uploaded for easy downloading for students, staff or community.</p> <p>The OARR webpage is found on this link <a href="http://www.comfsm.fm/?q=admissions">http://www.comfsm.fm/?q=admissions</a> and forms are found on this link <a href="http://www.comfsm.fm/?q=OAR-forms">http://www.comfsm.fm/?q=OAR-forms</a> (09/13/2018)</p>	<p><b>Improvement:</b> if possible, video presentations for processes and procedures are created and also linked to the procedures on the webpage. (09/13/2018)</p>
	<p><b>Descriptive Statistics</b> - Provide at least one formal training for all registrar's staff designed to upgrade their skills, adeptness, and proficiencies in the following areas: (a) the Student Information System, (b) routine operations and other procedures, (c) the Family Educational Rights and Privacy Act including other related federal regulations, (d) file management and record-system; (e) pertinent policies and academic standards; (f) techno-literacy; and (g) others.</p> <p><b>Target:</b> At least one training for all</p>	<p><b>Reporting Period:</b> 2017 - 2018  <b>Target Met:</b> 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.</p> <p>Continues assistance, advising and individual training are being provided by registrar and VPEMSS to staff whenever necessary.</p> <p>New staffs under OARR and Counseling went through a one on one hands-on training on how navigate and operate the SIS before they were provided access by ITO. (09/13/2018)</p>	

*Administrative Unit  
Outcomes*

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registrar's staff  
**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

**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

**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)

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>per semester (August and January) accessible by students and other stakeholders either online or in paper format.</p> <p><b>Notes:</b> SC OARR to provide paper format to students during orientation and inform them of it's availability on the website.</p>	<p>handbook which could be found on this link <a href="http://www.comfsm.fm/publications/handbook/2017-2018-Student-Handbook-for-printing.pdf">http://www.comfsm.fm/publications/handbook/2017-2018-Student-Handbook-for-printing.pdf</a> (09/13/2018)</p> <p><b>Related Documents:</b>  <a href="#">OARR Student's Guide 2018.pdf</a></p>	
<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>

**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.

**Descriptive Statistics** - Continue to communicate and collaborate with academic division and program

(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](#)

**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](#)

**Reporting Period:** 2018 - 2019

**Target Met:** Yes

midterm and final grades for fall 18 and spring 19 are

**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)

**Improvement:** Coordinate with IT office on the possibility of upgrading the myShark portal for

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>faculty with completeness of student records.  <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.  <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>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)  <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.  <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)  <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>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; (f) issuance diplomas and degrees ; (g) enrollment certifications for former US servicemen or US veterans;</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  <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> 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, COMET or graduation.</p> <p>Other applications processed or entered in the SIS are Re-</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p>(g) data requests; and (h) other core functions.</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2018 - 2019</p> <p><b>Start Date:</b> 10/01/2018</p> <p><b>Inactive Date:</b> 09/30/2019</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 from receipt of the requests</p>	<p>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</p> <p><b>Target Met:</b> 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><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>Target:</b> 100% of archival student records digitized. New documents are sorted and new files created.</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> 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><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>



Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<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 and improving the reports generated from the SIS or maintaining/improving effectiveness of SIS related services.</p> <p><b>Target:</b> Registrar's Office's webpage design improved and content updated or SIS services improved.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> 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.</p> <p>The students handbook for 2018-2019 was updated and uploaded on the website and found on this link <a href="http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf">http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf</a></p> <p>A copy of the Student Guide 2019 could found on this link <a href="http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf">http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf</a></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><b>Improvement Plan:</b> Continue to review all the forms uploaded to check for forms that need to be updated.</p> <p><b>Related Documents:</b>  <a href="#">OARR Students Guide 2019.pdf</a></p>	<p><b>Improvement:</b> 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)</p>
	<p><b>Descriptive Statistics</b> - 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><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> 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 what to do with using the SIS, microsoft office and others. (07/01/2019)</p> <p><b>Improvement Plan:</b> staff shall be encouraged to join HR organized trainings</p>	

*Administrative Unit  
Outcomes*

*Assessment Strategies*

*Results*

*Improvements*

**Target:** At least one training for all registrar's staff

**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.

**AUO Status:** Active

**AUO Assessment Cycle:** 2018 - 2019

**Start Date:** 10/01/2018

**Inactive Date:** 09/30/2019

**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)

**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

**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.

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](#)

**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.

Based on the spring 2019 registration survey, students found out about the registration through

**Improvement:** special registration days to be scheduled for new students. (09/11/2019)

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>the OARR assisted activities through the utilized available media</p> <p><b>Descriptive Statistics</b> - Continue to update the students guide and students handbook to be provided to students either through the website or paper copy.</p> <p><b>Target:</b> Increased visibility, awareness, and knowledge about the college, and opportunities available for students through the handbook and student guide.</p>	<p>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 &amp; Social Media 36.67%  OARR Staffs 46.67%  Family &amp; Friends 23.33%  Banner, Poster &amp; Others 6.67% (07/01/2019)</p> <p><b>Improvement Plan:</b> Seek other office to assist or share in the cost of making announcements or advertisements.</p> <p><b>Related Documents:</b>  <a href="#">Registration Survey 2019.1</a>  <a href="#">Commencement Survey 2019.1</a></p> <p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>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  <a href="http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf">http://www.comfsm.fm/publications/handbook/Student-Guide-2019.pdf</a></p> <p>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  <a href="http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf">http://www.comfsm.fm/publications/handbook/2018-2019-Student-Handbook.pdf</a></p> <p>(07/01/2019)</p> <p><b>Improvement Plan:</b> Continue to update the student guide and handbook on changes in procedures and processes</p> <p><b>Related Documents:</b>  <a href="#">OARR Students Guide 2019.pdf</a></p>	