



Assessment: Administrative Unit Four Column

2022=2023 Annual Assessment Plan: OARR

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)

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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2022-2023 EMSS OARR Outcome 1- Equitable and accessible services - The administrative unit continue to	Descriptive Statistics - Plan, organize and coordinate registration		
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Administrative Unit Outcomes

Assessment Strategies

Results

Improvements

ensure that equitable and accessible services are maintained/improved and provided to all students and patrons regardless of location. (Std II.C.1-3)

AUO Status: Active

AUO Assessment Cycle: 2022 - 2023

Start Date: 10/01/2022

Inactive Date: 09/30/2023

activities with Instructional affairs, Financial Aid Office, Business Office, Information Technology Office and other offices with registration function. Utilize the online registration or mixed online and face-to-face mode of registration for registration activities.

Target: Registration activities are done with special registrations scheduled when needed at all campus or online to accommodate all students. All campus-wide, at least 40% of student target population have registered before the regular registration and at least 85% of registered students are satisfied with the registration.

Notes: Continue the extension of online registration from early registration up to the end of the current semester or term.

Descriptive Statistics - Continue to collaborate and coordinate with AU at state campus in regards to scheduling and conducting orientation and/or extended orientation sessions covering topics, such as but by any means not limited to, a quick guide to myShark, academic standards and regulations, graduation requirements, and OARR routine processes and procedures. Update and maintain the virtual orientation on the college website to accommodate students who could not attend the face-to-face orientation.

Target: Orientation and/or extended orientation particularly to the units

presentation are done at all campus or available to students. 80% of attendees will be satisfied with the units presentation. Students will demonstrate understanding and exhibit working knowledge of the academic and registration policies and procedures, and successfully adhere to relevant academic dates.

Descriptive Statistics - Transcript, enrollment and degree verification, and other certification requests continue to be accessible at all campuses while a mechanism to maintain or reduce the turn-around time in processing is implemented. **Target:** 80% of transcript, enrollment and degree verification requests are processed within two business days from the receipt of the complete requests.

Descriptive Statistics - Continue to maintain and improve the turn-around time of processing of degrees and certificates, course withdrawal requests, grade change, change of major or IDP, and other requests received.

Target: Degrees and certificates are processed within 5 days from the date of confirmation. Requested changes to students records are processed within 2 days from date of request.

Descriptive Statistics - Collaborate with the college's information Technology Office (ITO) to further improve the design and contents of the Registrars Office webpage.

Target: Registrar's office webpage improved and content updated and/or SIS services improved providing information to all students at all campus.

Descriptive Statistics - Continue to update the student guide and students handbook to be provided to students either through the website or paper copy.

Target: Increased visibility, awareness, knowledge about the college, and opportunities available for students through the handbook and student guide all campus wide.

Descriptive Statistics - Continue to plan and coordinate with the unit's state campus offices in regards to organizing activities at all location particularly for COMFSM Entrance Test (COMET), college fair, student orientation, registration, graduation and other activities.

Target: Equitable activities or services are provided at all location.

2022-2023 EMSS OARR Outcome 2- Admission policies and support to students degree completion - The administrative unit continue to ensure that admission policies are reviewed to improve admission services and provide support to faculty and students on clear pathways to complete degrees, certificates and transfer goals. (Std. II.C.6)

AUO Status: Active
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Descriptive Statistics - Continue to work with the Recruitment, Admissions and Retention Committee (RARC) to review admission policies as needed or as scheduled on the master planning calendar.

Target: Policies due for review have been endorsed by the RARC and/or admission services improved.

Descriptive Statistics - Support the role of the academic advisors by providing accurate degree

Inactive Date: 09/30/2023

completion audits, effective tracking of students' progress toward graduation, including timely processing other student- or faculty-driven requests as needed.

Target: The SIS IDP is reviewed and updated with approved changes to program and course requirements. Degree completion audit is done and students are informed of their degree completion status and graduation requirements. Deficiency reports are complete and generated within two days from the deadline of submission of grades.

Descriptive Statistics - Continue to review and update admission forms and have them published and available for download on the college website.

Target: Admission forms continue to be accessible on the college website and at all campus.

Notes: Work with IT in having the admission application to be filled and submitted online. Required documents also can be attached as pdf files to the application.

2022-2023 EMSS OARR Outcome 3- Effective admission and placement instruments

- The administrative unit continue to ensure that admissions and placement instruments and practices are regularly evaluated to validate their effectiveness while minimizing biases. (Std. II.C.7)

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Descriptive Statistics - Continue to solicit the essay and math portion of the test from the math instructors and English language instructors then further presented to the RARC for review and endorsement to be used for the test.

Target: The math and essay portion of the COMET are reviewed and updated every year.

Descriptive Statistics - Plan and

Inactive Date: 09/30/2023

coordinate with the high schools in regards to scheduling the College of Micronesia-FSM Entrance Test (COMET) to have the same test time and test procedures to be followed. Provide training or review of test rules and procedures to proctors.

Target: The COMET is administered with the same time duration and test procedures at the high schools in Pohnpei, Chuuk, Korsrae and Yap.

Descriptive Statistics - Prepare the COMET test results and placements for RARC review and endorsement for VPEMSS and president approval.

Target: The COMET test results have been reviewed and approved for release.

Descriptive Statistics - Disseminate the COMET result to the high schools and share information on admission requirements, registration schedules and procedures, and other important academic dates. Continue to work with ITO on the possibility of creating an online admission application.

Target: New students would demonstrate understanding of admission requirements and deadlines. Admission applications are received and 80% of new students would be able to register full time.

2022-2023 EMSS OARR Outcome 4-Maintain and improve student record files

- The administrative unit continue to maintain student records permanently, securely, and

Descriptive Statistics - Continue to work on creation of new student files and the digitization of all archival documents.

Target: New files are properly stored

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confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. (Std. II.C.8)

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and maintained. Files are digitized and stored on a back up external drive.

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

Target: Class grades are submitted and complete. Deficiency reports are generated on a timely manner.

Descriptive Statistics - Continue to maintain the records section and the web-based student information system as accessible only to authorized staff. Proper forms should be accomplished before any student data is released.

Target: Student records are secured and confidential. The college complies with the Family Educational Rights and Privacy Act (FERPA) and the college Board Policy 4800.