Assessment: Administrative Unit Four Column

C - EMSS - Admissions, Records and Retention

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

Currently, OARR provides the following services to its patrons:

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

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

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

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
2022-2023 EMSS OARR Outcome 1- Equitable and accessible services - The administrative unit continue to ensure that equitable and accessible	**Descriptive Statistics -** Plan, organize and coordinate registration activities with Instructional affairs, Financial Aid Office, Business Office,	**Reporting Period:** 2022 - 2023 **Target Met:** Yes Fall 2022 Registration Early registration took place from June 27 to July 1, 2022,	**Improvement:** The target of 40% of target enrollment has been achieved in fall 2022, spring 2023 and summer 2023. Walk-in

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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	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.	extended to July 15, 2022. Special registration for new students occurred from August 1 to August 5, 2022. Regular registration was held from August 10 to 12, 2022. As of August 5, the campus-wide enrollment was at 60% (1,168) of the 1,932 target headcount, achieving 40% of the target before regular registration Spring 2023 Registration - http://www.comfsm.fm/myShark/news/item=2904/mod=1 0:05:54 Early registration was conducted all campus-wide from October 31 to November 4, 2022. Online registration was extended to December 17, 2022, with in-person accommodation for students facing online registration challenges. By December 17, the campus-wide enrollment reached 49% (793) of the 1,612 target headcount, surpassing the 40% target before regular registration. Summer 2023 Registration Early registration occurred from April 10 to 14, 2023. Online registration extended until May 19, 2023, with in-person support for those struggling with online registration. As of May 19, enrollment reached 53% (563) of the 1,054 target headcount, achieving the target before regular registration. Regular registration took place on May 25 to 26, 2023. Since the classes for high schools mostly in Pohnpei are ending in June which is after summer 2023 start start of classes which is May 29, 2023, a special summer schedule was worked out with the Instructional Affairs Department. The high school start of classes was delayed due the covid-19 pandemic spreading in the FSM starting in the month of August 2023 when the boarders were opened. The special class was scheduled to be starting July 3, 2023 and ending July 28, 2023. A special registration was then also set up and done on June 26 to 30, 2023 to accommodate the new incoming students for the summer special classes.	students were accommodated to register even after the early registration schedule ended and the opening of the online registration up to the end of the current semester has helped in achieving the target. (07/31/2023)

Improvement Plan: Establish the extended online registration as a recurring occurrence every semester. Online registration continues to be available even after the early registration schedule has ended. This change aims to provide greater flexibility for students and ensure that registration remains an accessible and convenient process throughout the semester. Students can now register online up until the end of the semester, right before the new students' orientation and special registration week. Students who have challenges registering online were also assisted through emails or in person.

Establish the exclusive new student special registration schedule during the orientation week.
Trained advisors will be available during this time to provide one-on-one guidance through the registration process.

Staffing Situation at the Office of Admissions, Records, and Retention (OARR) at CTEC, Kosrae, and National Campus Currently, there are vacant positions within the Office of the Associate Registrar (OARR) at both the CTEC and National Campus locations. These vacant positions have not been filled yet, leading to a shortage of staff within the OARR department. This staffing shortage has highlighted the ongoing need to hire additional personnel to ensure the smooth functioning of student registration and related administrative tasks.

Due to the existing staffing shortage at OARR, the decision to hire special contract staff remains a necessity. These special contract staff members will play a crucial role in assisting with various tasks related to student registration, enrollment, record-keeping, and support services. The goal is to alleviate the workload of existing staff and ensure that students receive efficient and timely assistance during the registration process.

The implementation of an extended online registration period, along with the continuation of the new students'

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		orientation and special registration week, demonstrates the institution's commitment to providing students with a streamlined and accessible registration experience. Additionally, addressing the staffing shortage at OARR through the hiring of special contract staff will contribute to maintaining the quality of administrative services and support provided to students.	
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes Throughout the fall of 2022 and the early spring of 2023, in-person college activities were limited as a response to the prevalent spread of the COVID-19 virus within the FSM. This situation consequently had an impact on the originally planned in-person student orientation sessions. To provide a suitable alternative, a virtual orientation link was thoughtfully distributed to all students via email during these semesters. (07/31/2023) **Improvement Plan:** The virtual orientation page on the college website has been updated and will continue to be maintained as an alternative in case in-person orientation is not viable. With the COVID-19 pandemic now under control in the FSM and the lifting of student activity restrictions, the plan for 2023-2024 academic year includes the organization of an in-person student orientation to welcome students back to campus. **Related Documents:** [2022.3 Virtual Orientation Update.pdf](#) [Virtual Orientation](#)	**Improvement:** The virtual orientation has been enhanced with tailored improvements to better address the requirements and needs of students. (07/31/2023)
	Descriptive Statistics - Transcript, enrollment and degree verification, and other certification requests continue to be accessible at all campuses while a mechanism to	**Reporting Period:** 2022 - 2023 **Target Met:** Yes 110 Enrollment certifications for social security benefit purposes has been processed from fall 2022 to July 2023. The certification requests received before and during the	**Improvement:** The AU was able to process and print 84% of transcript requests within 2 days which has surpassed the target of 80%. (07/31/2023)

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	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.	registration period were processed as soon as the add/drop period end. Certification requests received within the semester are processed within two days of receiving the request. From October 2022 to July 31, 2023, 1,103 transcripts have been processed and printed. 923 or 84% of the transcripts was processed and printed within two days, 45 or 7% was processed within three (3) days and 100 or 9% were processed after three days. A review of the transcripts processed after three days shows that the transcript requests for them was received during the early registration, regular registration and during the December breaks. All staff are utilized during the registration schedules may have been the reason processing time took more than three (3)days. Currently, the AU has special contracts, but their ability to contribute with the registration is limited as they are not given access to the college SIS. The filling up of the AU's vacant position would have a positive impact of improving the turn-around time. (07/31/2023) **Improvement Plan:** The filling up of the vacant position of the AU would have a positive effect and may lessen the number of transcripts processed after four days. Next target would be to lessen transcripts processed and printed after 3 days to only 5% from the current 9%.	
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** No All campus-wide Degrees and certificates were quickly printed within five days from the commencement exercise date of CTEC and national campus for fall 2022 and spring 2023, but for summer 2023, they were processed after a three-week delay following the final grade submission. The summer 2023 schedule was adjusted, with a special ending date of July 31 and final grades due on August 1. New student orientation and registration took place from August 2 to 5, followed by regular registration which had all staff utilized for the activities. The AU faced challenges due to insufficient personnel to manage all these activities. A total of 429 degrees and certificates were printed from fall 2022	**Improvement:** By facilitating the submission of change of grade forms, course withdrawal requests, and various other forms via email, we have enhanced convenience for students, faculty, and stakeholders alike. (07/31/2023)

to summer 2023 of which 164 was from graduating class of fall 2022, 164 was from graduating class of spring 2023, 64 from summer 2023 graduates and, 37 were prior years duplicate degree/certificate requests.

The introduction of online withdrawal options led to widespread use by both students and faculty for course withdrawals. The only challenging part that occurred was students who were withdrawing as complete withdraw could not withdraw from the last course they have online and had to do it in person. This was also a challenge for faculty who also could not withdraw a student from their class using myShark because it is the last class to be fully withdrawn for the student. A solution for faculty to withdraw a student who will be fully withdrawn was to send an email to the registrar who will enter the course withdraw and inform the Financial Aid Office of any adjustments on the student account necessary if they were awarded pell.

Grade change and change of major forms are promptly entered and typically resolved within two days from receipt of the request. (07/31/2023)
Improvement Plan: The summer degrees and certificates were not processed within the target timeline. The units organized activities like orientation and registration usually affects the processing time of other office operation or daily routine works. Filling the vacant positions at CTEC and National campus would have a positive impact on the efficiency of degree and certificate processing, leading to improved turnaround times. The records manager position is still vacant and the CTEC OARR staff was also vacated where as one of the national campus staff was assigned to work at CTEC. Although the unit has hired special contracts to assist the office, special contract staff could not access the SIS limiting what they could assist on.

The use of emails to accommodate registration, course withdrawal, grade change, transcript requests, and others has improved the efficiency and effectiveness of the office. The downside of it, even though all the email address of

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		OARR staff are placed on the announcements, most email received goes to the registrar which also takes the registrar's time to do other office work or reports. An office email alias should be set up which will be received by all the OARR staff. This could help spread out the emails received so staff who is free could assist right away.	
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes Access to synchronizing the SIS registration to Canvas was provided to the registrar by ITO. This was utilized by AU when students could not see their courses in Canvas but showed in myShark. This was not part of the office duties but with the absence of the ITO director and students needing assistance, the office voluntarily accepted this for the sake of assisting students until an ITO director is on board. ITO uploaded the fall 2022 issue of the student guide which was prepared by AU and sent to them. The virtual orientation page has been updated with current data or information for the academic year 2022-2023. (07/31/2023) **Improvement Plan:** Although AU had been working with ITO staff with regard to improvements, the filling up of the ITO director position would improve coordination between AU and ITO. The ITO director is usually the lead in the requested updates to be made with the SIS.	
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes The student guide fall 2022 issue and the 2021-2023 student handbook have been uploaded on the college website under manual and handbooks. The links to the uploaded documents also have been included on the virtual orientation page which was shared with students in fall 2022 and spring 2023. (08/16/2023) **Improvement Plan:** Periodically review the documents, website links, and virtual orientation page to ensure that they remain up-to-date and functional.	

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		Coordinate with the Office of Institutional Effectiveness to update the survey link in the virtual orientation and also to provide the result of the previous surveys which will be used for improvement purposes. **Related Documents:** OARR Student's Guide 2022	
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes The COM-FSM Entrance Test (COMET) has been administered at all states and campuses in spring 2023. Each campus also had sign-up sheets for students who would be taking the test in the summer of 2023 which was done on July 28, 2023, at all sites that had sign-ups. A college fair took place in Kosrae and Yap in late spring 2023, and in Pohnpei during the summer of the same year. However, a college fair was not held in Chuuk; instead, an alternative approach was adopted, involving a visit to the high school and the dissemination of valuable information. Registration schedules and special registrations are synchronized at all campuses. Commencement exercises are all being done at each state. (07/31/2023) **Improvement Plan:** With the activities of the AU expanding, establishing a main source of budget to fund the activities may be needed.	
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)	**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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes The RARC had reviewed BP 4203 Admission to Third-Year Certificate of Achievement Programs in Accounting or General Business. The policy was recommended to be archived. Starting in fall of 2022, the new Bachelor of Science in Business Administration was implemented with new program course requirements. The Third-Year Certificate of Achievement in Accounting or General Business was no longer a part of it so no more students will be admitted to the program.	**Improvement:** Communicate with VPIEQA to provide an updated list of members for the RARC committee. Some of the current members had already left the college. (07/31/2023)

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AUO Status: Active
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RARC has also recommended a new Admission Policy which is "Admission to Bachelor of Science in Business Administration with Emphasis in Accounting" to be endorsed for cabinet and board review and approval. (07/31/2023)
Improvement Plan: One challenge that the RARC was having was the number of members becoming lesser and lesser. The VPIEQA may need to reorganize and fill in the committees with members from the different departments.

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

Reporting Period: 2022 - 2023
Target Met: Yes
In Fall 2022, the new program requirements for AS in Business Administration have been incorporated into the SIS. The program course requirements also for the Bachelor of Science in Business Administration were uploaded.

EET Program modification was entered also in the SIS effective fall 2023.

Following initial degree completion audit, a candidates for graduation meeting were done in fall 2022 and spring 2023. The agenda items covered graduation requirements, important dates leading to the commencement exercises, commencement exercise and rehearsals, commencement theme and speaker.

Based on the survey given to candidates for graduation in spring 2023, 99% of students either strongly agree or agree that they know and able to check their degree completion. With the high rate, it shows that students are well informed and provided information of their degree completion status. This rate is complemented by the survey question "How did you know that you will be completing or graduating at the end of the semester?" where 75% of respondent had indicated self evaluation. When asked to indicate which college tools, manuals, handbook or publications they have used or helped them, 93.8% of respondent had indicated myShark and 88.7% indicated myShark degree completion. These provides evidence that

Improvement: Emails to candidates for graduation regarding graduation requirement are being done right after the midterms. This provides them time to assess their degree completion, talk to their academic advisor or inquire with OARR if they have questions. (07/31/2023)

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		the college provides effective tracking of students progress toward graduation. Deficiency reports continue to be generated as soon as the midterm grades are submitted and available though myShark to academic advisors, counselors and other concerned staff. (07/31/2023) **Improvement Plan:** Continue to email students who are potentially graduating in regards to graduation requirements. This would share information on how they evaluate and know if they are completing in a particular semester. This might increase the 75% rating to 80% on the candidates for graduation survey on "How did they know they are completing or graduating?". **Related Documents:** [2023.1 Spring Candidates for Graduation Survey](#)	
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes Forms have been updated to include the Bachelors programs on the selections. (07/31/2023)	
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) **AUO Status:** Active **AUO Assessment Cycle:** 2022 - 2023	**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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes The math test was solicited from the Math & Science Division where two math faculty has provided a revised test which went through peer review. The math test was approved and endorsed by RAR Committee to be used for the COMET test. The essay prompts for the COMET have been solicited from the language & Literature division. 20 essay prompts were	

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Start Date: 10/01/2022 **Inactive Date:** 09/30/2023		provided and the RAR committee voted 10 prompts that will be used for the test. (07/31/2023) **Improvement Plan:** Continue the process of getting updated essays and math tests from the Math & Science Division and the Language & Literature Division.	
	Descriptive Statistics - Plan and 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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes The Spring COMET took place between January 31, 2023, and February 21, 2023, across all FSM states. During the testing period, sessions commenced at 8:30 AM and concluded at 12:30 PM, with the exception of Chuuk High School. At this school, a specific request was submitted to facilitate two separate testing sessions – one in the morning and another in the afternoon. This arrangement was designed to allow students access to the limited calculators the school has. Test proctors were thoroughly briefed, and a comprehensive review of the test rules and procedures was conducted prior to the initiation of the test. (07/31/2023) **Improvement Plan:** Challenges encountered during the test administration were the availability of transportation during the test schedules. Flight schedules were not yet regular due effects of the pandemic and also ship schedules to the outer islands are not consistent. With the pandemic restrictions relaxing in the coming months, the challenges of transportation may be minimized in the next COMET to the high schools.	**Improvement:** Students who were unable to take the test at their respective schools were provided with special schedules to accommodate their circumstances, or they were given the option to participate as walk-in COMET takers. This flexibility ensured that every student had the opportunity to complete the test under suitable conditions. Additionally, efforts were made to ensure that no student was disadvantaged due to unforeseen challenges in adhering to the regular testing schedule (08/16/2023)
	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.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes The essay tests' assessment process followed a structured timeline. Faculty members from the national campus dedicated their time to reviewing the essays on March 4 and March 11, 2023. Subsequently, the test scores were meticulously entered into a database on March 17, 2023, and placements were incorporated accordingly. The RARC took the responsibility of overseeing the examination results, scheduling a comprehensive review on March 29, 2023. Following rigorous scrutiny, the committee	

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		provided its endorsement. This endorsement gained approval from both the Vice President for Enrollment Management and Student Servcies (VPEMSS) and the acting President on March 30, 2023. On April 5, 2023, letters detailing the COMET results from each school were transmitted to the appropriate campuses at each state to release to the high school principals. This well-organized distribution mechanism ensured that the test results reached their intended recipients seamlessly (08/16/2023)	
	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 an understanding of admission requirements and deadlines. Admission applications are received and 60% of new students would be able to register full-time.	**Reporting Period:** 2022 - 2023 **Target Met:** Yes High School visits by OARR staff were done at all FSM states, where the individual test result of students was distributed. Information about their test placement was shared and also admission information such as admission requirements, admission schedule, and registration schedules and procedures. In summer 2023, 152 out of 248 new students were able to register full-time all campus-wide. The online admission application still has not been created but applications have been accepted through emails. (07/31/2023) **Improvement Plan:** The new students that have registered in summer 2023 could have more than 61% registered full-time if more available courses for them have been offered and if schedules are better arranged. Coordinating with Instructional Affairs in assisting with their schedules could possibly increase the full-time percentage.	
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	**Reporting Period:** 2022 - 2023 **Target Met:** Yes 520 new files were created from fall 2023 to July 30, 2023. Digitization of documents have been continued with a total of 200 files scanned and added to the secure drive where	**Improvement:** Another special contract was hired to assist with the digitization of archival documents. New printer scanner

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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)
AUO Status: Active
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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.

files are saved. (07/30/2023)
Improvement Plan: Continue to hire a special contract to continue with the digitization of archival documents.

Reporting Period: 2022 - 2023
Target Met: Yes
Notices regarding the deadline for submitting midterm grades were conveyed to the Dean of Academic Programs and Instructional Coordinators (ICs) during the fall of 2022. Subsequently, the ICs disseminated this information to the faculty members, ensuring everyone was aware of the submission timeline. Remarkably, 404 out of 407, accounting for 99% of the total, successfully submitted their grades within the stipulated period. Once grades were posted, counselors could see the midterm deficiency reports through myShark.
Final grades submission showed 404 out of 407 sections had been submitted on time. No significant delays happened to the final audit of the candidates for graduation as there were no graduating students on the late-submitted sections.

Moving into the spring of 2023, a commendable 368 out of 374 section grades were submitted punctually, representing a 98% compliance rate. Among the reported sections, 4 encountered a delayed start, necessitating an adjustment to their midterm submission timeline. Additionally, 2 sections were associated with second-session courses, leading to specific considerations in the grade submission process. Final grades submitted by the deadline had 350 sections out of 374 or 94%, this had caused some delays in the evaluation of some of the graduating students. Around 5 students were not confirmed as graduates due to the delay in receiving their grades. Their evaluation was completed eventually upon the receipt of the missing grades. (07/31/2023)
Improvement Plan: Commencement Exercises usually happen after three days after the deadline for final grades submission. Any delay in the submission of final grades would affect the final evaluation of candidates for

was set up on the records section to assist with scanning of documents. (07/30/2023)

Improvement: Completeness of grades is eventually the main goal for students to have complete records. Delays however in submission of final grades need additional improvement so no student will be left out during the commencement exercises. Students who were affected by the delay of grades were allowed to join the commencement exercises with them signing an agreement that joining the activity does not mean that they have completed their requirements and that their evaluation will be completed when their final grades are received. (07/31/2023)

		graduation who will attend the commencement exercises if they are confirmed. To address this, an earlier announcement of the submission of grades will be put up on the webpage and the ICs will send reminders through email to faculty.	

The submission of grades of at least 95% of all sections would most likely be a good target every semester but a 100% rate is not impossible to achieve.

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.

Reporting Period: 2022 - 2023
Target Met: Yes
The records section is accessible only to AU staff who have signed and are aware of the confidentiality agreement that confirms with the FERPA.

Transcripts are only processed and released upon written requests of the student and only released to a third party if the student has requested and authorized it.

New staff members are given training first, reminded about educational records confidentially, and sign a confidentiality agreement before access to the SIS is provided. Three new staff in Yap have been provided the training. (07/31/2023)
Improvement Plan: Continue to follow the procedures of releasing transcripts, degrees, or any records to continually be in compliance with FERPA.