

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>
2023-2024 EMSS OARR Outcome 1: Equitable & Accessible Services - The administrative unit continue to ensure that equitable and accessible	Descriptive Statistics - Develop, arrange, and synchronize registration tasks with Instructional Affairs, Financial Aid Office, Business		

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>services are maintained/improved and provided to all students and patrons regardless of location (Std II. C.1-3)</p> <p>AUO Status: Active</p> <p>AUO Assessment Cycle: 2023 - 2024</p> <p>Start Date: 10/01/2023</p> <p>Inactive Date: 09/30/2024</p>	<p>Office, Information Technology Office, and other relevant departments involved in registration processes. Implement a combination of online registration and hybrid online/in-person approaches for the registration procedures.</p> <p>Target: Registration processes encompass specialized scheduling to cater to specific needs, with both on-campus and online options available to accommodate all students. Before the start of regular registration, a minimum of 40% of the targeted student population completes registration across all campuses. Furthermore, a satisfaction rate of no less than 85% among registered students is aimed.</p> <p>Notes: A decline in new students may be expected due to the borders now opened and students now having the option of going to college abroad. Another reason for an expected decline in continuing students is the unavailability of the "We Care Aid" which covers students' outstanding balances up until summer 2023.</p> <p>Descriptive Statistics - Continue collaborative efforts with AU at the state campuses for organizing orientation sessions, covering topics like myShark usage, academic standards, graduation requirements, and OARR processes. Maintain an updated virtual orientation on the college website for students unable to attend in person.</p> <p>Target: Orientation and/or extended</p>		

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

Notes: OIE needs to set up survey monkey for the surveys received.

Descriptive Statistics - Ensure that transcript requests, enrollment verifications, degree confirmations, and other certification inquiries remain readily available across all campuses. Simultaneously, establish mechanisms to either maintain or enhance the efficiency in processing, ultimately reducing turnaround times.

Target: 80% of transcript, enrollment, and degree verification requests are processed within two business days from the receipt of the complete requests.

Notes: activities such as commencement exercises, college fairs, orientation, registration, COMET, and high school visits have affected the output of the processing documents in the past.

Descriptive Statistics - Persist in upholding and enhancing the processing efficiency for degrees, certificates, course withdrawals, grade changes, and requests such as major or IDP modifications.

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 the date of request.

Notes: Getting the signatories of the degrees and certificates may sometimes take time when the signatories are not available.

Descriptive Statistics - Partner with the college's Information Technology Office (ITO) to enhance both the design and content of the Registrar's Office webpage. Additionally, ensure the ongoing updates of the student guide, student handbook, admission forms, and other OARR forms, available to students through the website or in printed form

Target: Enhance the Registrar's Office webpage design and content while also upgrading SIS services to disseminate information effectively across all campuses. Amplify visibility, awareness, and understanding of the college and its opportunities by updating the student handbook, student guide, and other OARR forms, and making it available throughout all campus locations through the college website.

Descriptive Statistics - Sustain the ongoing planning and coordination efforts with the unit's state campus offices for the organization of events across all locations, with a particular focus on the COMFSM Entrance Test (COMET), college fairs, student

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orientation, registration, graduation, and other essential activities.
Target: Equitable activities or services are provided at all locations.
Notes: Activities have been limited in previous years due to the Covid-19 pandemic. Starting in spring 2023, restrictions have been relaxed and in-person activities have started to normalize.

2023-2024 EMSS OARR Outcome 2- Admission & placement instruments, admission policies and, support to students degree completion

- The administrative unit maintains a commitment to the ongoing evaluation of admission and placement instruments and practices. This dedication aims to both validate their effectiveness and minimize any inherent biases. Additionally, a thorough review of admission policies is conducted, with the goal of enhancing admission services. Furthermore, the unit is dedicated to offering comprehensive support to both faculty and students, ensuring they have a clear understanding of the pathways available for successfully attaining degrees, and certificates, and achieving transfer objectives. (Std. II.C.6)(Std. II.7)
AUO Status: Active
AUO Assessment Cycle: 2023 - 2024
Start Date: 10/01/2023
Inactive Date: 09/30/2024

Descriptive Statistics - Collaborate actively with the Recruitment, Admissions, and Retention Committee (RARC) to comprehensively evaluate and refine admission policies, aligning with both immediate requirements and the established milestones on the master planning calendar
Target: Foster an enhanced and inclusive admissions framework that promotes diversity and academic excellence, resulting in an enriched student body and improved retention rates.

Descriptive Statistics - Support the role of the academic advisors by providing accurate degree completion audits, and effective tracking of students' progress toward graduation, including timely processing other student- or faculty-driven requests as needed. Continue to coordinate
Target: "The Student Information System (SIS) Individualized Degree Plan (IDP) undergoes regular review and updating to reflect approved modifications to program and course

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prerequisites. Subsequently, comprehensive degree completion audits are conducted, promptly notifying students of their progress toward degree fulfillment and graduation criteria. Additionally, deficiency reports are efficiently generated within two days of the grade submission deadline."

Notes: Grade submission on or before the deadline is needed to do complete assessment of deficiency reports or complete academic advising.

Descriptive Statistics - Continue to collaborate with math and English instructors to develop the essay and math test components of the COMET. Subsequently, submit the developed components to the RARC for a comprehensive review and endorsement, prior to their incorporation into the test. (Std. II.7)

Target: The collaborative approach of involving math and English language instructors in developing the essay and math test components, followed by the thorough review and endorsement by the RARC, ensures the creation of a well-structured and content-relevant assessment. This outcome guarantees that the test accurately measures students' skills and knowledge while upholding the institution's standards of fairness and quality.

Descriptive Statistics - Collaborate with high schools to align the scheduling of the College of

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Micronesia-FSM Entrance Test (COMET), ensuring uniform test times and standardized procedures. Conduct training sessions or comprehensive reviews of test regulations and protocols for proctors.

Target: Facilitate seamless coordination among high schools for synchronized scheduling of the COMET, resulting in consistent test times and standardized procedures across all participating schools. Additionally, enhance proctor preparedness by delivering comprehensive training sessions or thorough reviews of test rules and procedures, ultimately ensuring a fair and uniform testing experience for all students.

Descriptive Statistics - Compile the COMET test results and arrange them for review by RARC, Seeking their endorsement for VPEMSS and the president's approval. Distribute the COMET results to high schools, providing details about admission prerequisites, registration timelines, procedures, and significant academic dates. Additionally, collaborate with ITO to explore the feasibility of developing an online admission application.

Target: The COMET test results have been consolidated and presented for evaluation by RARC and then secured approval by both VPEMSS and the president. High schools have received the COMET results, along with comprehensive

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information on admission prerequisites, registration timelines, procedures, and essential academic dates. This proactive approach will result in increased applicant clarity, driving higher application rates and improved engagement with the admission process.

2023-2024 EMSS OARR Outcome 3- Maintain and secure student record files - The administrative unit continues to maintain student records permanently, securely, and 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
AUO Assessment Cycle: 2023 - 2024
Start Date: 10/01/2023
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Descriptive Statistics - Optimizing the creation of new student files and modernizing our archival documents through digitization. This strategy aims to improve overall efficiency, accessibility, and security within our educational/organizational framework.

Target: New files are properly stored and maintained. Archived files are digitized and stored on a back up external drive.

Descriptive Statistics - Continue upholding the restricted access of the records section and the web-based student information system to authorized staff members. Before releasing any student data, it is imperative to duly complete the necessary forms

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.