

# OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

I, MARWEN A. CASTAÑEDA, of the Office of the University Registrar commits to deliver and agree to be rated on the attainment of the following accomplishments in accordance with the indicated measures for the period January to June 2023.

  
MARWEN A. CASTAÑEDA  
 Ratee

Approved:

  
BEATRIZ S. BELONIAS  
 Vice President for Academic Affairs



MFOs/ PAPs	Success Indicators	Unit/Persons Responsible	Target	Actual Accomplishment	Rating				Remarks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
OUR MFO 1. Registration and Graduation Services									
	PI 1: Percentage of students officially enrolled and registered through online	Registrar All OUR Personnel Encoders	100% of the enrolled students served	100% of the 9311 students enrolled for the 2nd semester (January 2023)	5	5	5	5	
	PI 2: Percentage of academic scholarships and curricular changes facilitated and enforced	Computer and IT Support Staff Encoders	100% of requests received	100% of the 1573 requests received	5	5	5	5	
	PI 3: Percentage of diploma, TOR, and certifications prepared, processed, signed, sealed and released as 1 <sup>st</sup> issuance to graduates	Registrar  Course In-Charge	100% of graduated students	100% of 91 graduated students for 1st semester	5	4	5	4.67	
	PI 4: Number of times graduation/commencement related activities are acted upon	Registrar and All OUR Personnel	3	1	5	5	5	5	No graduation, only evaluation was done
OUR MFO 2. Evaluation and Authentication Services									
	PI 1: Percentage of scholastic records/credits checked, evaluated, verified, signed and released	Registrar Assistant Registrar Course In-Charge Computer and IT Support Staff	100% of required and requests received	100% of 5107 requests received	5	5	5	5	
	PI 2: Percentage of prospective honor graduates identified, ranked, and results reported	Registrar Course In-Charge Computer and IT Support Staff	100% of identified prospects	100% of the 400+ identified prospects	5	5	5	5	Included 2nd sem prospects

**OUR MFO 3. Student Records Management Services**

PI 1: Percentage of student records updated, sorted, prepared, checked, filed, systematically stored and secured in designated shelves in the Records Room	Records Officers Computer and IT Support Staff	100% of active students records	100% of 13727 active student records	5	5	4	4.67	
PI 2: Percentage of student information encoded and stored in data base	Records Officers Computer and IT Support Staff	100% of active records	100% of 9311 active student records	5	5	4	4.67	
PI 3: Number of inactive records scanned and stored in electronic copies	Records Officers	150	200+	5	5	4	4.67	

**OUR MFO 4. Administrative and Facilitative Services**

PI 1: Number of times information are acted upon (in consideration with Data Privacy Act, FOI, VSU Code and Standards)	Registrar and All OUR Personnel	200	10,545	5	5	5	5	
PI 2: Number of times government and university regulations are enforced	Registrar	51	197	5	5	5	5	
PI 3: Number of documents acted upon	Registrar and All OUR Personnel	5,250	23,038	5	5	5	5	
PI 4: Number of personnel supervised and monitored, and offices consulted and coordinated.	Registrar	12	18	5	5	5	5	
PI 5: Percentage of queries served on time	Registrar and All OUR Personnel	46%	100% of the 46% served	5	4	5	4.67	
PI 6: Number of student assistants/interns supervised	Registrar Assistant Registrar	10	12	5	5	5	5	
PI 7: Number of committees assigned and designated and committee meetings	Registrar	10	47	5	5	5	5	
PI 8: Number of frontline services monitored and ensured to be customer friendly and efficient and citizen's charter posted conspicuously.	Registrar	5	11	5	4	5	4.67	

**OUR MFO 5: General Administration and Frontline Services**

PI 1: Percentage of NCs received and acted		0	0	5	5	5	5	
PI 2: Percentage of CARs received and acted		0	2	5	5	5	5	



OUR MFO 6: Frontline Services									
	PI 1: Efficient and customer-friendly frontline service	Registrar and All OUR Personnel	0 not-acted upon validated complaint	0 not-acted upon validated complaint	5	4	5	4.67	
<b>Best practices/new initiatives:</b>									
	1. Propose a state of the art calamity-resistant VSU System Registrar Record's Hub.		40% completion	655% proposal is completed	5	4	4	4.33	
	2 Review and refine the revised Registrar's Manual to genderize and harmonize it with current laws and mandates and eventually propose to UADCO for approval.		50% completion	35% completed	5	5	4	4.67	
	3. Create an in-house Calendar of Activities as a clear-cut guide of the staff in terms of accomplishing goals as set.		1	1	5	5	5	5	
	4. Create committees within the OUR to strategize in addressing staff for possible movement to another office, equalize the responsibilities of the staff, maximize their capabilities and as part of our mentoring program.		1	2	5	5	5	5	
	5. Make proposals to align new normal changes in the procedures of the office that would address unpredictable changes.		1	1	5	5	5	5	

Number of Performance Indicators Filled-up:

25

Total Over-all Rating

121.69

Average Rating:

4.86

Adjectival Rating :

OUTSTANDING

Received by:

TONI MARC L. DARGANTES

Planning Office

Date: JUL 14 2023

Calibrated by:

DANIEL LESLIE S. TAN

Chairman, PMT

Date: JUL 14 2023

Approved by:

EDGARDO E. TULIN

University President

Date: JUL 19, 2023