

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 2022.


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 ¹ | E ² | T ³ | A ⁴ | |
| 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 7,925 students enrolled for the 2nd semester (February 2021) | 5 | 4 | 5 | 4.67 | |
| | 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 639 requests received | 5 | 5 | 5 | 5 | |
| | PI 3: Percentage of diploma, TOR, and certifications prepared, processed, signed, sealed and released as 1 st issuance to graduates | Registrar Course In-Charge | 100% of graduated students | 100% of 82 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 | 5 | 5 | 5 | 5 | 5 | |
| 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 4,970 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 512 identified prospects | 5 | 5 | 5 | 5 | |

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 7,925 active student records | 5 | 4 | 4 | 4.33 | |
| 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 10,086 active student records | 5 | 5 | 4 | 4.67 | |
| PI 3: Number of inactive records scanned and stored in electronic copies | Records Officers | 150 | 194 | 5 | 4 | 4 | 4.33 | |

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 | 7,925 | 5 | 5 | 5 | 5 | |
| PI 2: Number of times government and university regulations are enforced | Registrar | 51 | 110 | 5 | 5 | 5 | 5 | |
| PI 3: Number of documents acted upon | Registrar and All OUR Personnel | 5,250 | 15,132 | 5 | 5 | 5 | 5 | |
| PI 4: Number of personnel supervised and monitored, and offices consulted and coordinated. | Registrar | 12 | 12 | 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 | 17 | 5 | 5 | 5 | 5 | |
| PI 7: Number of committees assigned and designated and committee meetings attended | Registrar | 10 | 42 | 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 | 8 | 5 | 4 | 4 | 4.33 | |

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

| 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 | 5 | 5 | 5 | |
| Best practices/new initiatives: | | | | | | | | | |
| | 1. Propose a state of the art calamity-resistant VSU System Registrar Record's Hub. | | 40% completion | 55% 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. | | 2 | 4 | 5 | 5 | 5 | 5 | |
| | 5. Make proposals to align new normal changes in the procedures of the office that would address unpredictable changes. | | 1 | 0 | 5 | 5 | 4 | 4.67 | |

Number of Performance Indicators Filled-up:

25

Total Over-all Rating

120.33

Average Rating:

4.81

Adjectival Rating :

OUTSTANDING

Received by:

TONI MARC L. DARGANTES

Planning Office

Date: 7/15/2022

Calibrated by:

DANIEL LESLIE S. TAN

Chairman, PMT

Date: JUL 22 2022

Approved by:

EDGARDO E. TULIN

University President

Date: 7/25/22