OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

I, **MARWEN A. CASTAÑEDA**, OIC of the **Office of the University Registrar** commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period January to June, 2020.

MARWEN A. CASTAÑEDA
OIC, Registrar's Office

Approved:

BEATRIZ S. BELONIAS
Vice President for Academic Affairs

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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: Number of students officially enrolled and registered through online	Registrar Computer and IT Support Staff Encoders	100% of the enrolled students served	100% of the 3,939 continuing students enrolled	5	4	5	4.67	
	PI 2: Number of academic scholarships and curricular changes facilitated and enforced	Computer and IT Support Staff Encoders	100% of requests received	100% of the 421 requests received	5	5	5	5.0	
	PI 3: Percentage of diploma, TOR, and certifications prepared, processed, signed, sealed and released as 1st issuance to graduates under strict compliance of the IATF protocols in dealing with clients	Registrar Course In-Charge	100% of graduated students	100% of the 751 issuances	5	5	5	5.0	
	PI 4: Number of times graduation/commencement related activities are acted	Registrar and All OUR Personnel	5	3	5	4	5	4.67	

	upon under strict compliance of the IATF protocols in dealing with clients							
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 the 4,445 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 22 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	50% of the 11,124 active students records	5	4	5	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 the 7,748 active records	5	5	4	4.66	
	PI 3: Number of inactive records scanned and stored in electronic copies	Records Officers	250	189	5	4	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	100	83	5	5	5	5	
	PI 2: Number of times government and university	Registrar	100	78	5	5	5	5	

	regulations are enforced							
	PI 3: Number of documents acted upon	Registrar and All OUR Personnel	5000	10,342	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	100%	50%	5	4	5	4.67
	PI 6: Number of student assistants/interns supervised	Registrar Assistant Registrar	5	10	5	5	5	5
	PI 7: Number of committees assigned and designated and committee meetings attended	Registrar	5	26	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	3	3	5	5	4	4.66
OUR MFO 5: 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 to implement Student ID System Record's Management for inactive files.				5	5	5	5
	2. Implemented the adapting of buddy-system among Registrar Personnel to attain continuous service in the absence of one partner.				5	5	5	5
	3. Implemented the slide flexi time				5	5	5	5

				1	2	3	4	
	among Registrar Personnel during lunch time to impose the "No Noon Break" policy of the Civil Service.							
	4. Implemented a friendly and more welcoming strategy by providing candies and inspirational quotes for clients waiting for their turn to be accommodated.			5	5	5	5	
	5. Collaborated with the Department of Tourism and Hospitality Management on OJT supervising to reinforce the Office in delivering smoother customer facilitation and satisfaction for front line services.			5	4	4	4.33	

Number of Performance Indicators Filled-up 23
Total Over-all Rating 112.00
Average Rating 4.87
Adjectival Rating OUTSTANDING

Received by:	Calibrated by	Recommending Approval:	Approved by:
DANIEL LESLIE S. TAN	**REMBERTO A. PATINDOL**	**BEATRIZ S. BELONIAS**	**EDGARDO E. TULIN**
Director, Planning Office	Chairman, PMT	Vice President for Academic Affairs	President
Date:_____	Date:_____	Date:_____	Date:_____

1 – Quality
2 – Efficiency
3 – Timeliness
4 - Average