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 July to December, 2021.

Approved:

MARWEN A. CASTAÑEDA
Ratee

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 Computer and IT Support Staff Encoders	100% of the enrolled students served	100% of the 8,744 students enrolled for 1st semester (August 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 1,500 requests received	5	5	5	5	
	PI 3: Percentage of diploma, TOR, and certifications prepared, processed, signed,	Registrar Course In-Charge	100% of graduated	100% of 461 graduated students	5	5	5	5	
	PI 4: Number of times graduation/commencement related activities are acted upon	Registrar and All OUR Personnel	5	5	5	4	5	4.67	
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 6,284 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 14 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 8,744 active student 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 8,744 active student records	5	5	4	4.67	
PI 3: Number of inactive records scanned and stored in electronic copies	Records Officers	300	517	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	439	5	5	5	5	
PI 2: Number of times government and university regulations are enforced	Registrar	110	38	5	5	5	5	
PI 3: Number of documents acted upon	Registrar and All OUR Personnel	10,500	9,571	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	92%	42%	5	4	5	4.67	
PI 6: Number of student assistants/interns supervised	Registrar Assistant Registrar	10	10	5	5	5	5	
PI 7: Number of committees assigned and designated and committee meetings attended	Registrar	10	27	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	10	4	5	5	4	4.67	

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 repair and refurbish OUR Record Rooms 1 and 2 for improved and safer records keeping and management.	Registrar	1 proposal	1 proposal made	5	5	5	5	
2 Initiate to finish the revision of the Registrar's Manual with University system features and propose to UADCO for approval.	Registrar and All OUR Personnel	90% accomplished	75% done	5	5	5	5	
3. C Initiate an In-House Training for in-depth Understanding on Target Setting and Strategic Planning to fully attain the objectives.	Registrar and All OUR Personnel	1 training	1 scheduled training	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.	Registrar and All OUR Personnel	2 strategies	2 implemented strategies	5	5	5	5	

Number of Performance Indicators Filled-up: 22
Total Over-all Rating 107.33
Average Rating: 4.88
Adjectival Rating : <u>OUTSTANDING</u>

Received by:

DILBERTO O. FERRAREN
Director, Planning Office
Date: 25 Jan 2022

Calibrated by:

DANIEL LESLIE S. TAN
Chairman, PMT
Date: 1/18/22

Recommending Approval:

BEATRIZ S. BELONIAS
Vice President for Academic Affairs
Date:

Approved by:

EDGARDO E. TULIN
University President
Date: 1/24/22

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