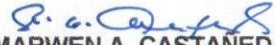# OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

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 2022.

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 All OUR Personnel Encoders	100% of the enrolled students served	100% of the 9,311 students enrolled for the 1st and 2nd semesters	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 542 requests received	5	5	5	5	
	PI 3: Percentage of diploma, TOR, and certifications prepared, processed, signed, sealed and released as 1st issuance to graduates	Registrar Course In-Charge	100% of graduated students	100% of 1,326 graduated students for the 2nd semester	5	5	5	5	
	PI 4: Number of times graduation/commencement related activities are acted upon	Registrar and All OUR Personnel	9	15	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 5,368 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 395 identified Latin Honors	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 8,654 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 11,102 active student records	5	5	4	4.67
PI 3: Number of inactive records scanned and stored in electronic copies	Records Officers	300	425	5	4	4	4.33

OUR MFO 4. Administrative and Facilitative Services

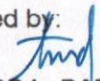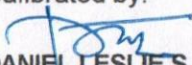|							
PI 1: Number of times information are acted upon (in consideration with Data Privacy Act, FOI, VSU Code and Standards)	Registrar and All OUR Personnel	200	458	5	5	5	5
PI 2: Number of times government and university regulations are enforced	Registrar	104	198	5	5	5	5
PI 3: Number of documents acted upon	Registrar and All OUR Personnel	5,450	17,832	5	5	5	5
PI 4: Number of personnel supervised and monitored, and offices consulted and coordinated.	Registrar	16	16	5	5	5	5
PI 5: Percentage of queries served on time	Registrar and All OUR Personnel	48%	100% of the 48% served	5	4	5	4.67
PI 6: Number of student assistants/interns supervised	Registrar Assistant Registrar	12	17	5	5	5	5
PI 7: Number of committees assigned and designated and committee meetings	Registrar	7	14	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	7	7	5	4	4	4.33

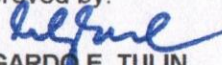## OUR MFO 5: General Administration and Frontline Services

PI 1: Percentage of NCs received and acted		0	1	5	5	5	5
PI 2: Percentage of CARs received and acted		0	4	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	5	5	5	
Best practices/new initiatives:								
1. Propose a state of the art calamity-resistant VSU System Registrar Record's Hub.		55% completion	60% completed	5	4	5	4.67	
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	40% 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	1	5	5	4	4.67	

Number of Performance Indicators Filled-up: 25
Total Over-all Rating   121.33
Average Rating: 4.85
Adjectival Rating   :   <u>OUTSTANDING</u>

Received by:

TONI MARC L. DARGANTES
Planning Office
Date: JAN 2 6 2023

Calibrated by:

DANIEL LESLIE S. TAN
Chairman, PMT   2023
Date: _____

Approved by:

EDGARDO E. TULIN
University President
Date: Feb. 1, 2023

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