OF# 247
107

OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

I, **MARWEN A. CASTAÑEDA**, University Registrar 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, 2021.

MARWEN A. CASTAÑEDA
University Registrar

Approved:

BEATRIZ S. BELONIAS
Vice President for Academic Affairs

RECEIVED
DATE: OCT 0 7 2021
BY:

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 7,059 continuing students enrolled for 2nd semester (January 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 1,420 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 841 issuances	5	5	5	5.0	
	PI 4: Number of times	Registrar and	9	4	5	4	5	4.67	

graduation/commencement related activities are acted upon under strict compliance of the IATF protocols in dealing with clients	All OUR Personnel							

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 7,059 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 29 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 15,814 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 7,059 active records	5	5	4	4.66	
PI 3: Number of inactive records scanned and stored in electronic copies	Records Officers	300	250	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	200	112	5	5	5	5	

PI 2: Number of times government and university regulations are enforced	Registrar	110	83	5	5	5	5	
PI 3: Number of documents acted upon	Registrar and All OUR Personnel	10500	14,959	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%	50%	5	4	5	4.67	
PI 6: Number of student assistants/interns supervised	Registrar Assistant Registrar	10	15	5	5	5	5	
PI 7: Number of committees assigned and designated and committee meetings attended	Registrar	10	31	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	4.66	

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 repair and refurbish OUR Record Rooms 1 and 2 for improved and safer records keeping and management.	Registrar	1 proposal	I proposal made	5	5	5	5	
2. Initiate to finish the revision of the Registrar's Manual with University system features and	Registrar and All OUR Personnel	90% accomplished	45% done	5	5	5	5	

					1	2	3	4	
	propose to UADCO for approval.								
	3. 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: <u>22</u>
Total Over-all Rating: <u>107.67</u>
Average Rating: <u>4.90</u>
Adjectival Rating: <u>OUTSTANDING</u>

Received by:

DILBERTO O. FERRAREN
Director, Planning Office
Date: OCT 0 7 2021

Calibrated by:

REMBERTO A. PATINDOL
Chairman, PMT
Date: _____

Recommending Approval:

BEATRIZ S. BELONIAS
Vice President for Academic Affairs
Date: 10|u|21

Approved by:

EDGARDO E. TULIN
President
Date: _____

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