

“Embracing Quality in Student Records Management”
30th Annual Regional Convention
Association of College and University Registrars and Liaison Officers in Region IV-A (ACURLO RIV-A)
Hotel Supreme Convention Plaza, 113 Magsaysay Avenue, Baguio City
September 7-9, 2016

Good morning Mr. Ruben Rubis, ACURLO President, ACURLO officers and ACURLO members! I would like to express my appreciation in inviting me as your keynote speaker to this 30th Annual Regional Convention titled “Embracing Quality in Student Records Management”.

This year’s convention has a handful of objectives, this includes the emerging trends in student records management that will be presented by Ms. Rosenda de Guzman, learn and adapt best practices of registrars from different colleges and universities that will be facilitated by Ms. Eloisa Genota, achieve a successful work life balance to increase workplace productivity that will be discussed by one of the international motivational speaker, an author, radio and television host, columnist, publisher and mentor, Mr. Lloyd Luna, this convention also updates the registrars, liaison officers, and records personnel on current CHED issues and concerns. Tomorrow you will be electing additional members of the Board of Directors for Batangas and Cavite Chapter, this convention also is an avenue to promote camaraderie and cooperation between and among the three mentioned personnel and lastly celebrate ACURLO’s 30th year. This convention will also be the venue for the launching of the registrar’s handbook had been compiled as a manifestation of ACURLO’s unwavering support to the success of the organization

By definition, student records management is to store, administer and manage all aspects of student information. One striking word that is included in that definition is ‘all’. A very simple word with a lot of responsibilities, these includes enrolment and selection, assessment and attendance, progression and transfers, withdrawals and suspensions. Management of student records cannot be achieved by the registrar alone, there should be a supplementary personnel that holds equally important role: the liaison officer and the records officer.

According to Northwestern State University of Louisiana, ‘The Registrar ensures the integrity, accuracy, and security of all academic records of current and former students; facilitate effective student registration and enrollment; builds secure student data files and sets policy and procedure for their responsible use. The Registrar

supervises the processes for the articulation of transfer credits, graduation and certification of baccalaureate, post- baccalaureate and associate degrees, enrollment and degree verification, production of official transcripts, diplomas, and commencement ceremonies'. Registrars' plays vital roles in students life, and in higher education system as a whole. Registrars' are responsible for the compliance of your institutions' policies, procedures and decorum inducing it to students' thoughts from the moment they enroll onto your institutions until you verifies their eligibility for graduation, this also includes resolution of issues that relate to their eligibility for conferment as graduates.

Liaison officers plays equally important role in the operation of HEIs, liaison officers are basically the "go-between" or "middle man" of two or more different entities in any capacity which includes dealing with any "people" issues in a positive manner, respond to complaints and address concerns and work to establish accommodation needs. They just don't accommodate errands, they are not simple document-bearer that we always think of, they are the channels from office to office that has varied description and characteristics or from one individual to another that has diversified in character.

Records officer on their part has responsibilities and they are not mere 'document keeper'. Records officer classify documents and implements storage schemes, regardless of media or physical format. They ensures availability of documents and retrieves documents easily. Like the registrars and liaison officers, records officers works with committees, groups and individuals on guidelines, procedures and policies that affect the maintenance and disposition of records and the media in which they are stored.

There are a lot of corporation that offers Quality Records Management both in the form of equipment or information systems that boasts wide array of functionalities however, it won't be successful without the presence of the competent registrars liaison officers and records personnel.

We at CHED IV-A, we continuously doing our part in maintaining quality of service not only in records management. We instituted various mechanisms to fast track the processing of various front line services. To release of STUFAPs financial benefits timely, CHED IV-A has establishes CHAMPS or the CHED Automated Mode of Payment of STUFAPs Financial Assistance. This aims to process checkless payment for all regular STUFAPs scholars to pay financial benefits through ATM. With CHAMPS, all regular new scholars for AY 2016-2017 are advised to open ATM accounts at LBP,

at present, there are about 50% of the regular STUFAPs scholars are paid through their ATM-LBP accounts and CHED IV-A is targeting 100% payment through ATM this AY 2016-2017. This process resulted in the reduction of processing time from 3-6 months to 15-30 days, provided that there is available fund for disbursement.

Amending the Pertinent Provisions of Section 7. Mode of Payment in CMO 13 and 16, Series if 2014 entitled "Revised Guidelines for the Implementation of StuFAP Effective AY 2014-2015

- Section 7.1 Modes of Payment – the release of financial benefits shall be any of the combination of the following
 - 7.1.1. Mode 1 - CHEDROs release financial benefits directly to the scholars/grantees/borrowers
 - 7.1.2. Mode 2 - CHEDROs transfer financial benefits to scholars/grantees/borrowers through HEIs with 10 or more beneficiaries
 - 7.1.3. Mode 3 - CHEDROs transfer financial benefits to scholars/grantees/borrowers through authorized government depository banks; and
 - 7.1.4. Mode 4 - CHED to transfer financial benefits directly to the participating HEIs
- Section 7.2 Transfer the equivalent funds to the qualified student or identified HEI where the beneficiaries are enrolled for one academic year or on an annual basis
 - 7.2.1. Requirements. The transfer of funds for payment from the appropriate office shall be based on the confirmed notice of awards for the new beneficiaries and certified list of beneficiaries using the prescribed form by the HEIs not later than 45 days after the last day of enrolment. On the other hand. For those ongoing/existing beneficiaries only certified list by the HEIs is required.

CHED IV-A is conducting regular meetings or consultation with HEIs' Scholarship Coordinators considering they are the first line of conduit between the scholars/grantees and CHED in order to thresh out issues and concerns on the administration of CHED-STUFAPs. We are requiring HEIs with grantees of StuFAPs to regularly submit

certificate of enrolment/registration and grades of scholars two (2) weeks after enrolment every semester to facilitate timely release of financial benefits without having to write/ask them to do so. This will form part of the reports regularly submitted to CHED by HEIs.

Also, the scholars' data are being recorded electronically. CHED IV-A has come-up with the StuFAPS Database Management System or (SDMS). This system allows tracking down of the processing status of scholarship/grant from application up to the payment stage. It has functionality of generating StuFAPS reports with ease and convenient way. This also checks for the duplicate entries and multiple grants awarded to an individual.

The application for permits/government recognition was also streamlined, this is in response to the call of President Rodrigo Duterte to fast-track the transaction in government services. I have directed all the Education Supervisors on the strict observance of processing of program applications for initial permit, renewal of permit and government recognition for LUCs and Private HEIs and Certificate of Program Compliance (COPC) for SUCs to process program applications from June to December of the current year (6 months) instead of June to February (8 months) with resulted to a 2 months early release of the government permit/recognition, provided that HEIs comply on time.

We also developed the Higher Education Management Information System Faculty Verification System or HEMIS-FAVES. This is to expedite verification or validation of the employment record of faculty of HEIs within the Region. It has been observed through monitoring and evaluation activities that there are some faculty members (Dean, Program Head, Teaching Faculty, Librarian and Guidance Counselors) employed in a higher education institution (HEI) are found to be employed in other HEIs. HEMIS-FAVES is an online verification or query system that would be a tool for the Education Supervisors (ES) and members of the Regional Quality Assurance Team (RQAT) to verify names of faculty in a certain schools. This is to ensure that the qualification declared by the faculty is the same as the qualification submitted by HEI using the CHED Electronic Collection & Knowledge System (CHECK) System. Education Supervisors can verify through the system names of faculty (in all disciplines) that are employed by more than one HEIs. In the same manner, Education Supervisors can also update faculty designation (program head, dean) from the list of

faculty, and will generally lessen and automate the verification of the Education Supervisors and members of RQAT in verifying credentials of the faculty.

We also streamlining our frontline services. On the processing of Special Orders or SO for Graduation, we can release the processed SO within 5-7 working days for undergraduate programs and 5-10 working days for graduate programs, which is a drastic drop in the number of processing time which used to take six (6) months in the past. This will entail 100% processed SO before the graduation of students. How did we do it? We reduced the number of signatories in the S.O. application previously there were six signatories, now there are only four signatories which includes my signature. To further enhance the processing of SO, a claim stub will be issued which indicates the release date of Special Order and if the HEI representative unable to pick up the SO as specified in the claim stub, we will be notifying the concerned HEIs through email advising them to pick up available S.O. For a more structured process, HEIs with deficiencies in their SO applications will be officially notified in writing.

To beef up the processing of documents, we have hired additional two (2) Job Order personnel in order to expedite release of Certification, Authentication and Verification or CAV documents for abroad (DFA red ribbon) and thereby reducing the processing time from eleven (11) working days to one (1) or two (2) days. We are also awaiting for the approval of the DFA to allow CHEDRO IV-A CAV claimants to pick up their CAV documents from DFA Center at Ali Mall, Cubao, Quezon City, which is more accessible to clients coming from CALABARZON. Kindly take note of this streamlined CAV processing:

- CAV applications filed before 12 noon from Monday to Thursday can be claimed/are released the next day at DFA
- while CAV applications filed after 12 noon from Mondays to Thursdays can be claimed/are released two (2) days after filing at CHEDRO
- CAV applications filed before 12 noon on Fridays can be claimed/are released at DFA on the first working day of the following week (Monday)
- CAV applications filed after 12 noon on Fridays can be claimed/are released at DFA on the second working day of the following week (Tuesday)
- CAV documents for local employment and Seafarers Registration Certificate (SRC) are released within the same day the documents are filed.

CHED IV-A will also establish an on-line Client Feedback Mechanism (CFM), this feedback system will allow CHED IV-A clients to rate all the services it provides for continual improvement of services. All HEIs will be asked to rate the CHEDRO services by directing the HEIs to accomplish the online survey. Currently, feedback survey forms are given to walk-in clients.

A survey form will be sent to all HEIs to accomplish the online survey which aims to come up with an updated directory of HEIs and the names of their school representatives authorized to transact business at CHED IV-A and pick up documents. We call it Consolidated Contacts System (CCS), at present a sign-up sheet is placed at the Records Section to gather the names of the contact persons/authorized school representatives and their contact details and we are using the contact details of all HEIs in the region culled out from the monitoring activities of Education Supervisors and registration activities during meetings/conferences of professional associations of which majority of the contact details are either inactive or unreachable already or the owner of that contact details is not connected anymore in that HEI.

We also streamline handling of complaints and communications, complaints received must be acted upon receipt. If further study of the matter is needed, action must be taken within 72 hours at the most. All communications received by the Office should be acted upon within 72 hours upon receipt.

Mediation/Investigation on the other hand must be resolved as much as possible within 10 working days and cases which need to be mediated must be prioritized.

These CHED-IV-A initiatives, together with your utmost cooperation and with the aid of the registrar's handbook we hoped that we can efficiently and effectively service our stakeholders. Again, I congratulate all of you in your quest for merit and promoting healthy relationship among its member, and among Institutions. Thank you and God bless us all.