UCSRA 36TH ANNUAL CONVENTION

Resilient Minds, Responsive Services: Navigating the Future of Registrarship with Data Analytics, Artificial Intelligence, and Wellness

PRESIDENT'S REPORT

2025

Resilient Minds, Responsive Services: Navigating the Future of Registrarship with Data Analytics, Artificial Intelligence, and Wellness

UCSRA 36TH ANNUAL CONVENTION

35th ANNUAL CONVENTION

Empowering Registrars: Balancing Innovation, Compliance and Well-Being

Resilient Minds, Responsive Services: Navigating the Future of Registrarship with Data Analytics, Artificial Intelligence, and Wellness

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COMMISSION ON HIGHER EDUCATION
REGIONAL OFFICE IV
BAGONG PILIPINAS

RELEASED
CHEDRO IV
MAR 25

REGIONAL MEMORANDUM
No. 053
Series of 2025

FOR : PRESIDENTS/HEADS/OFFICERS-IN-CHARGE PUBLIC AND PRIVATE HEIs IN CALABARZON

SUBJECT : REGISTRAR'S CONFERENCE ON THE UPDATED PROCESSES AND PROCEDURES OF CHED REGIONAL OFFICE IV

DATE : March 25, 2025

The CHED Regional Office IV, in partnership with the University, College, and School Registrars Association (UCSRA), will hold a conference for Registrars in CALABARZON HEIs on April 29, 2025, from 8:00 AM to 4:00 PM at Hotel Casiana & Events Center, located at 5915 Tagaytay-Nasugbu Highway, Tagaytay City.

The training aims to update, orient, and equip the Registrars in CALABARZON with the essential knowledge and skills needed to perform their duties effectively. Specifically, the training will cover key processes, including:

1. Special Order (SO) application
2. Submission of enrollment lists and promotional reports
3. eCAV application
4. Curriculum revision
5. Program application
6. Revision of the school calendar
7. Management of off-campus activities, including the Student Internship Abroad Program (SIAP) and the Student Internship Program in the Philippines (SIPP)
8. Application for tuition and other school fees (TOSF)
9. Processing of complaints
10. Administration of student scholarships and grants
11. Application for NSTP numbers
12. Submission of Higher Education Management Information System (HEMIS) data

Considering that some topics to be discussed during the conference relate to academics and instruction, the Vice Presidents for Academic Affairs are also invited to attend.

A registration fee of one thousand eight hundred pesos (P1,800.00) will be collected to help defray the venue costs, meals, and training materials. Interested participants are requested to register in advance through the following link: https://forms.gle/ZRyJB1cGVQJ2RaT48. For payment details, please coordinate with UCSRA Treasurer, Dr. Myra Maraña at 0927-2891224.

The participation of all concerned is highly encouraged.

DR. ROGELIO T. GALERA, JR., CESO III
Director IV

Contact us: ched4a@ched.gov.ph/(043) 7272764
Give us Feedback: http://bit.ly/CHEDROIVCSS

\bg\RM ucsra

Jose P. Laurel Highway, City Hall Compound, Barangay Marawoy, Lipa City, Batangas
Telephone Number: (043) 727-2764; Email Address: ched4a@ched.gov.ph

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International Benchmarking

銘傳大學
亞洲第一所美國認證大學
MING CHUAN UNIVERSITY
The First U.S.- Accredited University in Asia

I-SHOU UNIVERSITY

台鋼科技大學
Taiwan Steel University of Science and Technology

Resilient Minds, Responsive Services: Navigating the Future of Registrarship with Data Analytics, Artificial Intelligence, and Wellness

Taiwan Higher Education System

- Exemplify a strong balance between academic excellence, practical application, and innovation.
- Has faced the challenge of declining student enrollment brought about by the country's low birth rate.
- Aligned their curricula more closely with emerging industry needs: semiconductors, artificial intelligence, healthcare technology, and sustainable energy.

Taiwan Higher Education System

- Strengthened industry-academia collaboration, thereby improving graduates' employability and relevance in a rapidly changing economy.
- Internationalization remains a key priority.
- Sustained its role as a driver of innovation, research excellence, and global engagement amid shifting demographics and economic conditions.

銘傳大學
亞洲第一所美國認證大學
MING CHUAN UNIVERSITY
The First U.S.- Accredited University in Asia

UCSRA 36TH ANNUAL CONVENTION

- A global university with five campuses in Taiwan and the United States
- The First U.S.–Accredited University in Asia, accredited by the Middle States Commission on Higher Education (MSCHE)
- Pioneer in international education, established Taiwan's 1st International college with 12 English-taught programs
- Offers pragmatic education with an applied AI axis, 100% of students have programming logic thinking and AI application abilities

銘傳大學
全球教育系統
MCU Global
Education System
台北。桃園。基河。金門。美國
Taipei Campus · Taoyuan Campus · Jihe Complex
Kinmen Location · Michigan Location, USA
5個國校區
泰國。越南。日本
Thailand · Vietnam · Japan
國際教育中心
International Education Center
國際
恥廉義禮

銘傳大學
全球教育系統
人之兒女
己之兒女

恥廉義禮

Welcome
菲律賓大學院校註冊人員協會
University, College, and
School Registrars
Association, UCSRA

致歡迎詞
Welcome remarks by
Dr. Lin, Kuang-Hua (Nathan)
Associate to the President, President's Office
Executive Director, International Education &
Exchange Division

I-SHOU UNIVERSITY

Kaohsiung, Taiwan

- I-Shou University is a business and medical-oriented university in the city of Kaohsiung, southwestern Taiwan.
- Has approximately 11,000+ students (1,500 overseas students) and 480 full-time faculty members, 90% of whom possess doctoral degrees, making it a young and promising institution of higher education with great potential.
- ACSB-accredited (Association to Advance Collegiate Schools of Business) for Management, Tourism & Hospitality, International College. AACSB is a global accreditation body that recognizes excellence in business education. It's considered the highest international standard for business schools and management programs.

I-SHOU UNIVERSITY

Kaohsiung, Taiwan

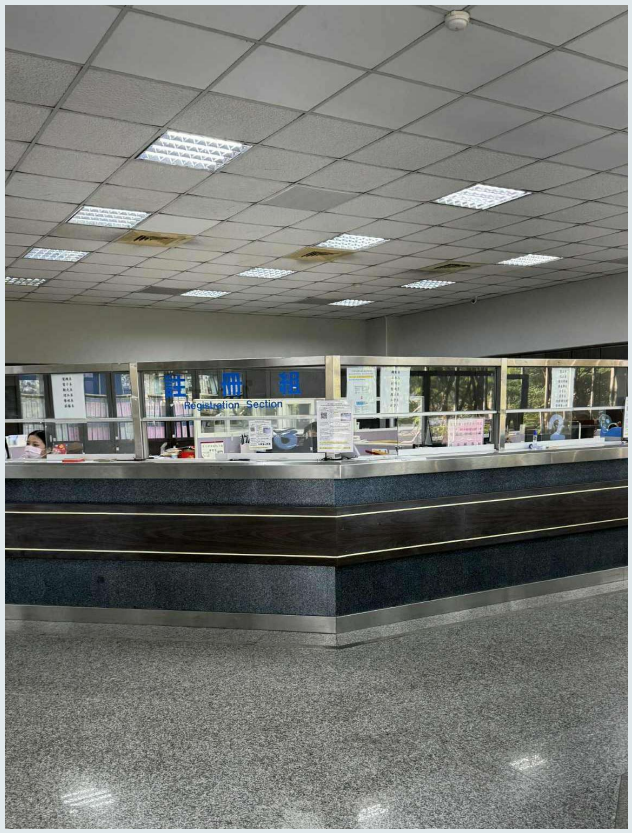
- Strong industry–academia collaboration through the E-United Group. E-United Group is a prominent Taiwanese conglomerate
- The E-United Group provides financial support, facilities, and industry linkages to the university.
- Through this connection, I-Shou University offers strong industry–academia collaboration, giving students practical experience and internship opportunities in E-United's companies (e.g., E-Da Hospital and E-Da Mall).
- This close partnership reflects the university's founding principle of "pragmatism and innovation."

歡迎 UCSRA菲律賓第四區代表 蒞臨 義守大學

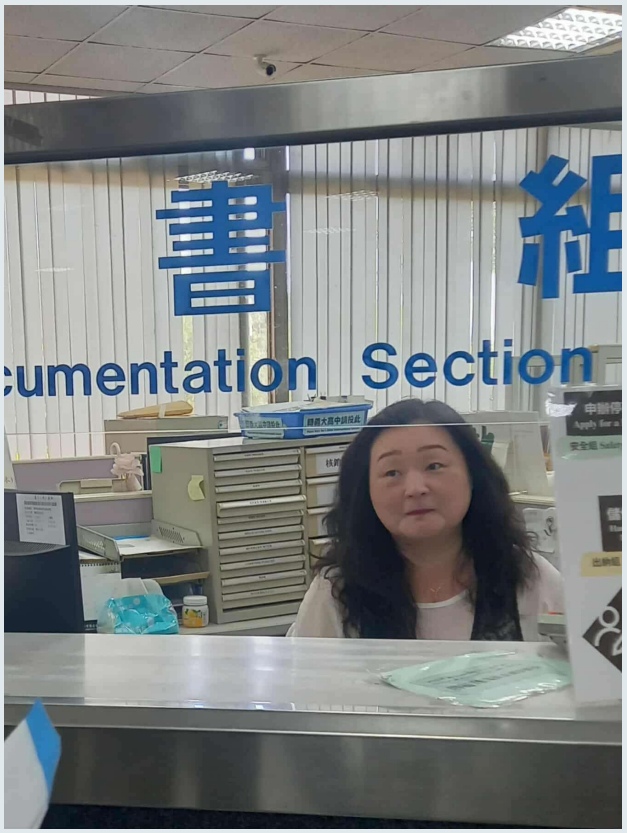
歡迎蒞臨 義守大學
Welcome to I-Shou University
Philippines
The University, College, and School Registrars Association (UCSRA) Region IV
UCSRA BENCHMARKING VISIT
Welcome The University, College, and School
Registrars Association (UCSRA) Region IV, Philippines
to I-Shou University
2025.8.22

UCSRA BENCHMARKING VISIT
Welcome The University, College, and School
Registrars Association (UCSRA) Region IV, Philippin
to I-Shou University
陳厚光

JCSRA

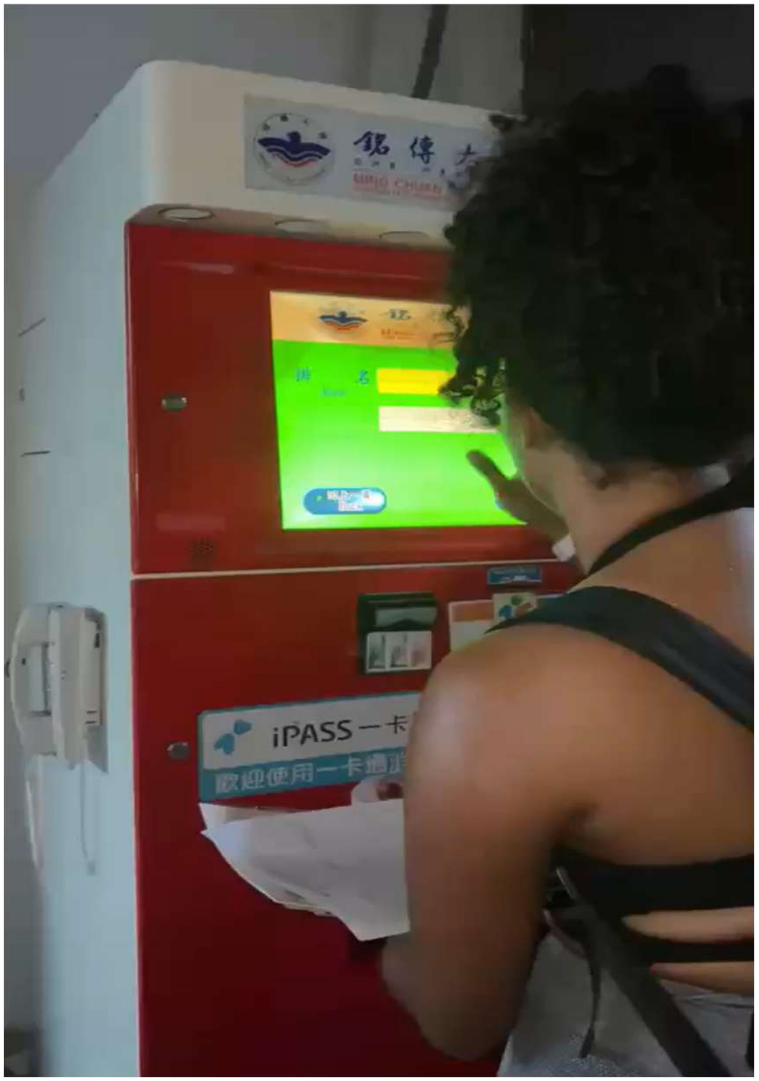

Registration Section

課 務 組
Curriculum Section


書 組
cumentation Section

An automated transcript and certificate printing and payment kiosk used at I-Shou University (ISU) in Taiwan.

Serves as a self-service registrar kiosk — similar to an ATM, but for academic documents.



How It Works

- **User Identification**
  Users select their category on the touchscreen (Student/Alumnus, Staff, or Other). Students typically insert their student ID card or input their student number for verification.
- **Document Request**
  After logging in, users choose the document they need (e.g., transcript, enrollment certification). The system retrieves the record from the university's database.
- **Payment**
  Users pay the corresponding fee through the machine (cash, card, or stored-value payment, depending on setup).
- **Printing**
  The machine prints the requested document immediately on official paper with security markings. Once printed, it dispenses the document through the "Document Outlet" slot at the bottom. A receipt is also provided.
- **Verification and Authentication**
  After receiving the printed document, users must bring it to the Documentation Section for signature and to have the official school seal affixed.

亞洲第一所美國認證大學
MING CHUAN UNIVERSITY
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全功能
自動化
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English Item Title
Type
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Part-time Faculty Replace Student ID Card
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Parking Permit Reissue
Motorcycle Regulation Violation Fine
Dormitory Refrigerator Rental Fee
Library / Sports Equip Payments
Lost Item Surveillance Tape Access Fee
Tender Documentation Materials Fee
MCU Library Card Deposit
Inter-library Loan Card Depoit
MCU Friend of Library Card Deposit
MCU Friend of Library Card Annual Fee
MCU Library Family Card Processing Fee
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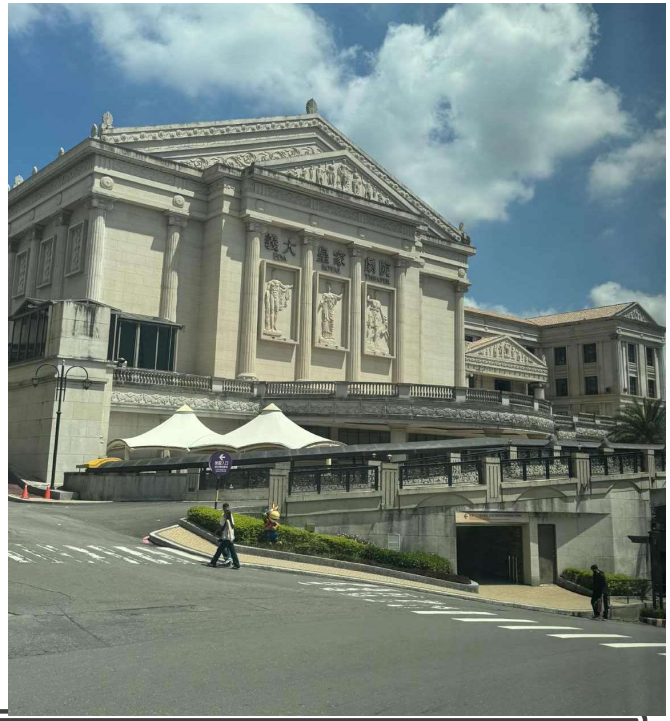


I-SHOU and E-DA World

TAIWAN STEEL UNIVERSITY OF SCIENCE AND TECHNOLOGY

Kaohsiung, Taiwan

- Acquisition by Taiwan Steel Group in 2024 to strengthen alignment with industry and applied sciences.
- As part of the “Higher Education Intensive Development Plan,” the university aims to become “a high-quality industrial university that takes digital transformation and ESG sustainable development as its characteristics.”
- Active in recruiting international students and expanding international/STEM specialized programs.

TAIWAN STEEL UNIVERSITY OF SCIENCE AND TECHNOLOGY

Kaohsiung, Taiwan

- Colleges include: Business & Management, Engineering, Informatics, Mechatronics Engineering.
- Offers undergraduate and graduate programs—popular ones are Industrial Design, Mechanical Engineering, Information Management, and International Business.

UCSRA

TSUST Laboratory

(International Industrial Talents Education Special Program in the Department of Mechanical and Automation Engineering)

International Benchmarking

School Calendar

1. Process for Developing the School Calendar

1) Government Regulations

- The Ministry of Education (MOE) sets basic rules (e.g., two semesters per year, at least 16-18 teaching weeks per semester).

2) Drafting by the Curriculum section of Office of Academic Affairs

- Fixed dates are included, such as: semester start/end, midterm and final exams, winter/summer breaks, national holidays, and major events (e.g., university anniversary).

3) Coordination with Other Offices

- Other administrative offices (like Student Affairs, General Affairs) review and adjust for activities, holidays, or special situations (e.g., elections, typhoons).

School Calendar

1. Process for Developing the School Calendar

3) Review and Approval

- The draft is reviewed in academic/administrative meetings.
- It needs approval from the Academic Affairs Meeting, Administrative Meeting, and Government approval

5) Official Announcement

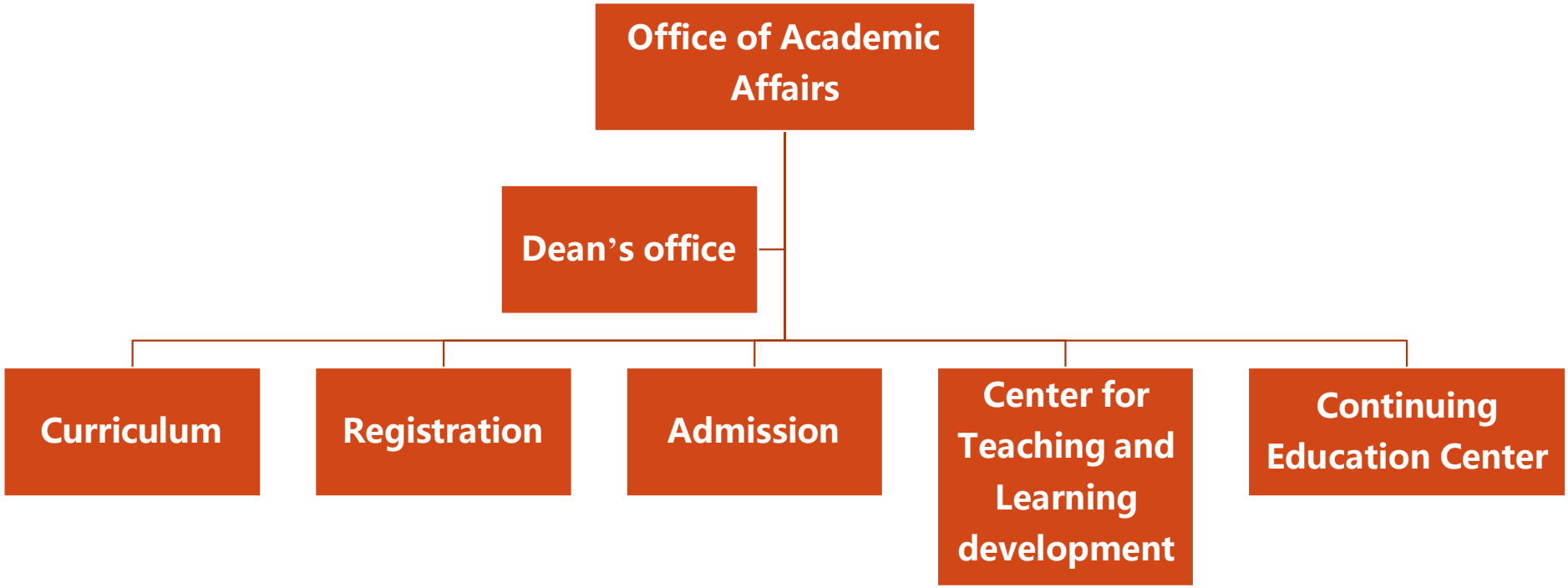
- Once approved, the calendar is officially published by the Office of Academic Affairs

Modes of Teaching

1. Instructional Methods:

- Face-to-face instruction: Major
- Online learning
- Hybrid teaching

Organization of Office of Academic Affairs



Roles and Functions of the Records Management Unit (Registration Section)

1. Core Functions:

- Student registration and academic records management (admission, suspension, resumption, withdrawal, transfer, etc.)
- Grade management
- Issuance of student status certificates, enrollment verification, and transcripts
- Graduation qualification review, degree conferral, and diploma issuance
- Interpretation and announcement of regulations related to student status and study requirements
- Compilation of statistics on student enrollment and academic affairs

Organizational Structure of the Records Management Unit (Registration Section)

1. Structure Overview:

- Section Chief: **1**
- Staff: **6**

2. Key Roles:

- Review of graduation credits
- Collecting and entering data into the MOE Higher Education Database
- Handling affairs in relation to the total admission quota of the University
- Establishment of new colleges, departments, and institutes
- Process applications for withdrawal
- Management of grades and producing academic transcripts

Office Overseeing Student Admissions

1. Domestic Admissions:

- **Dean's Office of Academic Affairs**
  - Holding mock interviews for high-school students
  - Holding college information seminars for high-school students
  - Holding campus tours for high-school students or younger
  - Holding activities related to the University Expo
  - Managing affairs related to High-quality Secondary School Strategic Alliance

2. International Admissions

- **Office of International & Cross-strait Affairs (OICA)**

Admission Requirements for Local and International Applicants

1. Domestic Applicants:

- High School Diploma / Equivalent
- National / University Entrance Exam:
  - General Scholastic Ability Test (GSAT), Advanced Subjects Test (AST)

2. International Applicants:

- High School Diploma / Equivalent
- Academic Records / Transcript
- Standardized Test Scores – Depending on program, may include:
  - SAT / ACT / IB / A-levels (for undergraduate programs)
- Recommendation Letters .
- Personal Statement / Statement of Purpose
- Passport & Visa Documents – Proof of eligibility to study in Taiwan.

Admission Policy

1. International students:

- Fall/Spring semester admission
  - Degree (Bachelor, Master, Doctorate)
  - International Foundation Program
  - INTENSE Program

2. Application

- Online Application & Document Submission
- Interview processes (if applicable)

Types of Scholarships and Financial Aid Offered

1. Scholarship Categories:

- International Student Scholarship
- Taiwan Scholarship
  - MOE (Ministry of Education) Taiwan Scholarship
  - MOFA (Ministry of Foreign Affairs) Taiwan Scholarship-degree programs
- MOE Elite Scholarship Program(ESP)
- Taiwan International Cooperation and Development Fund Higher Education Scholarship Program (Taiwan ICDF Scholarship)

2. Financial Aid Options:

- Grants (federal, state, institutional)
- Work-study programs
- Student loans (if applicable)

Management and Monitoring of Scholarship Grants

1. Management Processes:

- Scholarship Review Committee will review their qualifications and the amount of scholarship that will be granted.

2. Monitoring Mechanisms:

- Regular assessments of scholarship recipients (academic performance, Class attendance rate, continued eligibility)

Mode of Enrollment

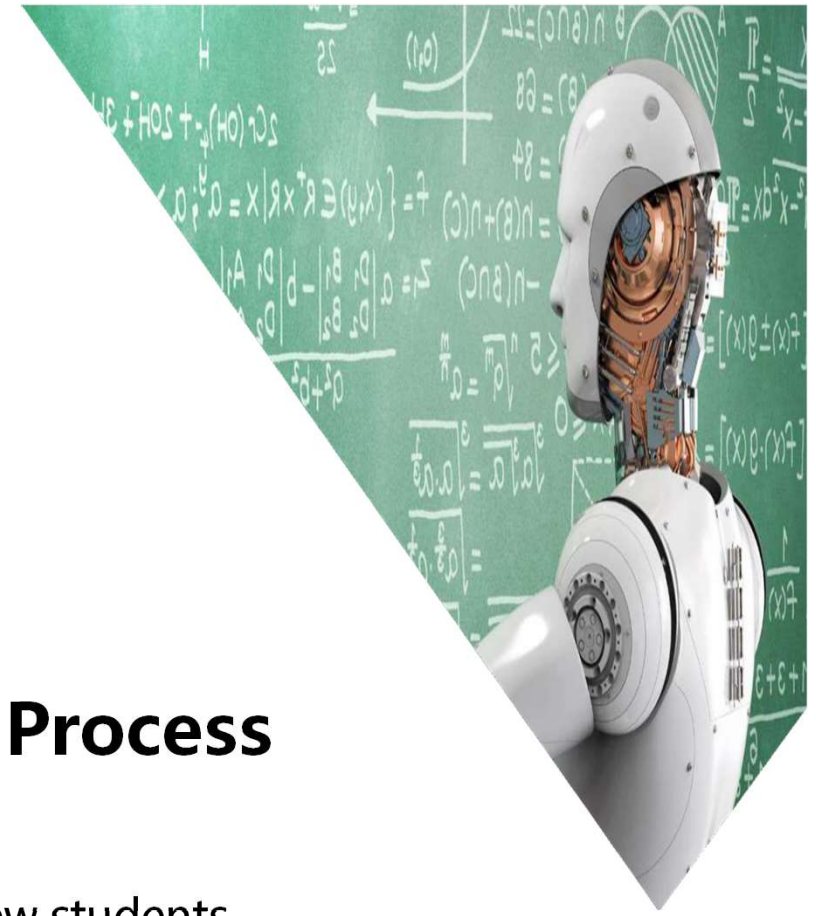
Enrollment Method:

- Online enrollment

Enrollment Platform or System

Platform:

- Information System
- developed in-house



Ensuring a Smooth Enrollment Process

Strategies for Smooth Enrollment:

- Comprehensive orientation information for new students
- Clear communication channels (email, phone support, FAQs)

Grading System Used

Grading Systems:

- Percentage, GPA

Grade Submission Process

Grade Submission Process:

- Instructor Grading
- Submission to Registration Section
  - I-MAP, Score system (online systems)
  - The Registration Section (Office of Academic Affairs) collects all grades and checks for missing or incorrect entries.

Policy on Grade Reviews or Appeals

Review and Appeal Policy:

- Students can apply for a grade review within Ten days after the school application system announces the semester grades.
- If the student disagrees with the result of the grade review, student may appeal to the Student Appeals and Review Committee.

Secure Storage and Management of Academic Records

Storage Solutions:

- All student registration records are fully digitized, with security managed by the Office of Library and Information Services
- Access controls and security protocols in place to protect records from unauthorized access

System for Digitizing and Retrieving Records

Digitization System:

- The digital platform for student records is developed in-house (for I-Shou)

Ensuring Confidentiality, Accuracy, and Security

Multiple steps to protect data:

- Secure Digital Systems
- Data Access Control
- Data Accuracy & Verification
- Confidentiality Measures
- Compliance with Laws & Policies
- Student Rights & Oversight

Security Features in Diplomas and Transcripts of Records (TORs)

Security Features:

- Paper Diploma: QR codes, holograms, without watermarks
- Digital Diploma: Blockchain graduation certificate encryption and anti-counterfeiting

Authorized Signatories for Diplomas and TORs

Signatory Authority:

- The President signs graduation certificates
- English transcripts are signed by the Dean of Academic Affairs

- Digital Transformation and Records Automation
- Internationalization Amid Demographic Shifts
- Enhanced Student Support System

Resilient Minds, Responsive Services: Navigating the Future of Registrarship with Data Analytics, Artificial Intelligence, and Wellness

KEYNOTE SPEAKERS

UCSRA 36TH ANNUAL CONVENTION

Ms. Mariel Kliatchko
Managing Consultant,
UpSkills Management Inc.

Ma. Guia M. Del Valle-Ramoso
Director III, Office of the Secretary
Department of Education

Dr. Xenia Z. Bitera
Senior Director for Research, Quality Management, and Planning Department
Colegio de San Juan de Letran

Dr. Rogelio T. Galera Jr.
Director IV, CHED IV

Dr. Gregg Victor Gabison
Country Manager,
RBT Philippines

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UNIVERSITY, COLLEGE, AND SCHOOL REGISTRARS ASSOCIATION INC.
UCSRA

36TH

UCSRA BOD
2023-2025

Thank You