



INFORMATION & COMMUNICATIONS TECHNOLOGY UNIT

REPORT ON PROCESS AUTOMATION INITIATIVES

January 30, 2024

	EXTERNAL CORE SERVICES	INTERNAL CORE SERVICES
Name of Service	Batanes State College Enrollment Management Information System	Batanes State College Medical Unit Records System
Reason for Selection	Current existing system to cater clients outside BSC.	Current existing process automation to cater clients (employees) within the college.
Responsible Unit	Registrar/Cashier/Accounting / ID Printing Services/ Faculty/ SSO	Medical Unit
Identified Clients	Enrollees	BSC Employees and Enrolled Students
Number of Client Visits in FY 2023	754 Enrollees per Semester 251 Students for new IDs	2,840 Employees and enrolled students availed medical services of the college
Volume of Transactions in FY 2023	754 Enrollees undergo 7 processes using BEMIS every semester.	2,840 clients availed Consultation Services for FY 2023
Manual Process	Time consuming processes due to manual processing of transactions.	Time consuming processes due to manual processing of transactions.
Manual Process Results	1. Extension on allotted enrollment period.	1. Time consuming retrieval of Medical Records.

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FY 2023 Improvements	<ol style="list-style-type: none"> 1. More Organized Database System 2. More Accurate Transactions 3. Faster Retrieval of Records and other services. 	<ol style="list-style-type: none"> 1. Shift Digital Recording 2. Lesser data redundancy. 3. Faster Retrieval of Records and other services. 																																																												
FY 2023 Results	With the utilization of BEMIS, the college successfully streamlined its enrollment processes, leading to greater efficiency and a more seamless experience for students.	The BMURS facilitates faster retrieval and monitoring of medical records while also guaranteeing their security.																																																												
FY 2023 Citizens/Client Satisfactory Rating	<table border="1"> <thead> <tr> <th>Indicator</th><th>Rate</th><th>Verbal</th></tr> </thead> <tbody> <tr> <td>Responsiveness</td><td>4.56</td><td>VS</td></tr> <tr> <td>Reliability</td><td>4.54</td><td>VS</td></tr> <tr> <td>Access & Facility</td><td>4.63</td><td>VS</td></tr> <tr> <td>Communication</td><td>4.56</td><td>VS</td></tr> <tr> <td>Costs</td><td>4.50</td><td>VS</td></tr> <tr> <td>Integrity</td><td>4.59</td><td>VS</td></tr> <tr> <td>Assurance</td><td>4.54</td><td>VS</td></tr> <tr> <td>Outcome</td><td>4.53</td><td>VS</td></tr> <tr> <td>OVERALL</td><td>4.56</td><td>VS</td></tr> </tbody> </table> <p>VS = Very Satisfactory S = Satisfactory</p>	Indicator	Rate	Verbal	Responsiveness	4.56	VS	Reliability	4.54	VS	Access & Facility	4.63	VS	Communication	4.56	VS	Costs	4.50	VS	Integrity	4.59	VS	Assurance	4.54	VS	Outcome	4.53	VS	OVERALL	4.56	VS	<table border="1"> <thead> <tr> <th>Indicator</th><th>Rate</th><th>Verbal</th></tr> </thead> <tbody> <tr> <td>Responsiveness</td><td>4.56</td><td>VS</td></tr> <tr> <td>Reliability</td><td>4.59</td><td>VS</td></tr> <tr> <td>Access & Facility</td><td>4.55</td><td>VS</td></tr> <tr> <td>Communication</td><td>4.52</td><td>VS</td></tr> <tr> <td>Costs</td><td>4.52</td><td>VS</td></tr> <tr> <td>Integrity</td><td>4.56</td><td>VS</td></tr> <tr> <td>Assurance</td><td>4.55</td><td>VS</td></tr> <tr> <td>Outcome</td><td>4.59</td><td>VS</td></tr> <tr> <td>OVERALL</td><td>4.56</td><td>VS</td></tr> </tbody> </table> <p>VS = Very Satisfactory S = Satisfactory</p>	Indicator	Rate	Verbal	Responsiveness	4.56	VS	Reliability	4.59	VS	Access & Facility	4.55	VS	Communication	4.52	VS	Costs	4.52	VS	Integrity	4.56	VS	Assurance	4.55	VS	Outcome	4.59	VS	OVERALL	4.56	VS
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Remarks	Upgrading the Enrollment Management Information System has been included in the 2024-2026 Information Systems Strategic Plan.	The college has established an MIS Office to monitor and maintain the database system of the college.																																																												

Prepared by:

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IT Officer

Date: 02-28-2025

Noted by:

DJOVI REGALA DURANTE

SUC President I

Date: 02-28-2025

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Serves communities

Creates opportunities