



February 4, 2022

Dr. Edgardo E. Tulin
President
Visayas State University
Visca, Baybay City, Leyte

Thru: Dr. Daniel Leslie S. Tan
Chairman, Non-Academic Personnel Board (NAPB)
Vice-President for Administration and Finance

Dear *Dr. Tulin*,

We would like to request for 1 Job Order personnel who will be assigned in the administrative office of this Institute effective immediately until December 31, 2022, with succeeding contracts to be renewed annually.

The soon-to-be JO personnel will perform the following responsibilities:

1. To serve as the Institute's Deputy Documents and Records Controller (dDRC);
2. To serve as the Institute's Focal Person and Hotline Agent for MSTREC and BSEM/BSES students' enrollment and other students' concerns;
3. To perform other tasks as may be assigned.

Currently, being designated as dDRC, who at the same time acts as Hotline Agent, is one of our faculty members. Considering the functions of the Institute in support to the attainment of the university's mission in **Instruction, Research, and Extension**, both academic and administrative personnel of the Institute have been overloaded with responsibilities. Thus, the functions of dDRC and Hotline Agent in the Institute are poorly covered.

All faculty members of the Institute, including the designated dDRC/Hotline Agent, Ms. Kleer Jeann G. Longatang (Instructor), have research and extension functions, aside from their academic overloads. The two core administrative staff, Ms. Elvira B. Gorre (Admin. Assistant) and Mr. Cecilio M. Benitez (Admin. Aide), catering to the needs of all in support to the Institute's 3-fold functions, likewise, are overloaded. Indeed, multi-tasking is a way of life. However, despite, errors and delays seem constant.

Since the designated dDRC is out of the office most of the time, because of her research and extension works, the two core administrative staff are to do the number controlling of documents, only. However, more often than not, scrutinizing of documents cannot be done, i.e. forms used, system process to follow, etc., thus, processing sometimes moves slowly due to errors. These are only two of the many important things for a dDRC to focus on, with regards to the implementation of ISO-aligned QMS processes. Also, on students' concerns, chances on actions delayed happen most of the time because nobody can focus on attending them as everyone is overwhelmed with overlapping deadlines.

Errors and delays are inevitable. However, with a specific individual responsible for the job – a dDRC/Hotline Agent for students' concerns, updates on the ISO-aligned processes will be