



**Annex P**

**COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF**

Name of Administrative Staff: **GINA A. LORETO**

Particulars (1)	Numerical Rating (2)	Percentage Weight (3)	Equivalent Numerical Rating (2x3)
1. Numerical Rating per IPCR	4.88	70%	3.416
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.75	30%	1.425
<b>TOTAL NUMERICAL RATING</b>			<b>4.841</b>

TOTAL NUMERICAL RATING: 4.84


Add: Additional Approved Points, if any: 0

TOTAL NUMERICAL RATING: 4.84

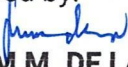
FINAL NUMERICAL RATING 4.84

ADJECTIVAL RATING: OUTSTANDING

Prepared by:


  
**GINA A. LORETO**  
Administrative Aide VI

Reviewed by:

  
**MIRIAM M. DE LA TORRE**  
Immediate Supervisor

Recommending Approval:

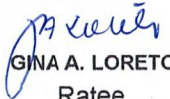
Approved:

N/A  
Dean/Director  
  
**ROTACIO S. GRAVOSO**  
Vice President for Academic Affairs



## INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, **GINA A. LORETO**, of the University Registrar commits to deliver and agree to be rated on the attainment of the following accomplishments in accordance with the indicated measures for the period January to June, 2024

  
GINA A. LORETO  
Ratee *2/10/24*

Approved: \_\_\_\_\_

  
MIRIAM M. DE LA TORRE

Head of Unit *2/10/24*

MFO & PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishmen	Rating				Remarks
					Q¹	E²	T³	A⁴	
OUR MFO 1. Registration Purposes	PI 1: Percentatge of students officially enrolled and registered	Received and recorded class rosters	100%	100% (200)	5	5	4	4.67	
		Received and recorded registration forms	100%	100% (300)	5	5	5	5	
		Received and checked 1st year students credentials	100%	100%	5	5	4	4.67	
		Received mails (form 137, PSA live birth)	100%	100%	5	5	5	5.00	
UMFO 6. General Administration and Support Services (GASS)									
OVPAА MFO 1. Administrative and Facilitative Services									
OUR MFO 3. Evaluation and Authentication Services	P1.1: Percentage of requests for scholastic records checked, evaluated and verified	Authenticated TOR, diploma and certificates of students	100%	100% (300)	5	5	5	5.00	
OUR MFO3. Student Records Management Services	P1.1 Percentage of online requests and email queries responded on time	Attended various inquiries/request from parents, students and other clients.	100%	100% (3000)	5	5	5	5.00	
	P1.3: Percentage of requests for TOR, CAV, TC and Certifications prepared, processed and released	Attended online requests, "walk-in" and issued Issuance Form for billing requests for TOR, CAV, TCV, Certifications and other document for employment, further studies abroad, etc.	100%	100%(1,100)	5	5	5	5.00	
	P1.4: Percentage of requests for re-issuance of Diploma prepared, processed and released	Attended "walk-in" queries on re-issuance of new copy of diploma, receives diploma prepared and signed fom the Office of the President	100%	100% (50)	5	5	5	5.00	
	P1.5: Percentage of requests for correction of names/personal data in school records facilitated, prepared, processed and released.	Attended "walk-in" clients requesting for correction of names/personal data and refer the clients to the Course-In Charge for evaluation and verification of the requests.	100%	100%	5	5	5	5.00	
	P1.6: Percentage of requests for data related to enrollment, graduation, academic, etc acted upon in accordance with DPA, FOI as well as VSU CODE Standards	Assisted clients on theirr requests regarding student's portal, cumulus, COR, RF and any other concerns with enrollment	100%	100%	5	5	5	5.00	



	P1.7: Percentage of grade completion encoded and posted	Assisted clients on their requests for Completion Form, orient them the process and receives graded completion form from the Department	100%	100% (1,300)	5	5	5	5.00	
	P1.8: Percentage of requests for dropping facilitated, encoded and filed	Assisted clients on their request for dropping subjects, refer them to the course-in-charge for evaluation	100%	100% (200)	5	5	5	5.00	
	P1.11: Percentage of LOA, readmission, shifting, and student clearance facilitated, signed and filed.	Assisted, orient and facilitated clients requests for clearance and readmission forms. Attend their queries on shifting.	100%	100% (1,100)	5	5	5	5.00	
	P1.18: Number of quality procedures maintained that are aligned and compliant to ISO 9001-2015 Standards	Compliance to IISO 9001-2015	100%	100%	4	4	4	4.00	
	P1.19: Number of Staff Meeting conducted and facilitated	Attended OUR Staff Meeting and records the minutes	100%	100%	5	5	5	5.00	
	P1.20: Percentage of administrative documents acted within the frame	Assisted the Admin Unit and the OUR to receives, records and file administrative documents	100%	100%	5	5	4	4.67	

#### OVPAA MFO 2.Frontline Services

<b>OUR MFO6: Frontline Services</b>	P1 1:Efficient and customer-friendly frontline service	Client served with the day.	0% of complaints not acted	0% of complaints not acted	5	5	5	5.00	
<b>Total Over-all Rating</b>								4.88	

<b>Average Rating (Total Over-all rating divided by # of Additional Points:</b>					<b>Comments &amp; Recommendations for Development Purpose:</b> <i>Consistently meets customer needs but should improve handling difficult &amp; challenging customer interactions. Should attend customer service training.</i>				
Punctuality									
Approved Additional points (with copy of approval)									
<b>FINAL RATING</b>									
<b>ADJECTIVAL RATING</b>									

Evaluated and Rated by:

*Miriam M. de la Torre*  
**MIRIAM M. DE LA TORRE**  
 OIC, University Registrar

Date: 09/10/24

- 1 - quality
- 2 - efficiency
- 3 - timeliness
- 4 - average

Recommending Approval:

N/A  
 Dean/Director

Date: \_\_\_\_\_

Approved:

*Rotacio S. Garvoso*  
**ROTACIO S. GARVOSO**  
 VP for Academic Affairs

Date: 09/10/24



**Instrument for Performance Effectiveness of Administrative Staff**

Rating Period: JANUARY-JUNE 2024

Name of Staff: GINA A. LORETO

Position: Administrative Aide VI

**Instruction to supervisor: Please evaluate the effectiveness of your subordinate in contributing towards attainment of the calibrated targets of your department/office/center/college/campus using the scale below. Encircle your rating.**

Scale	Descriptive Rating	Qualitative Description
5	Outstanding	The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model
4	Very Satisfactory	The performance meets and often exceeds the job requirements
3	Satisfactory	The performance meets job requirements
2	Fair	The performance needs some development to meet job requirements.
1	Poor	The staff fails to meet job requirements

A. Commitment (both for subordinates and supervisors)		Scale				
1.	Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding.	5	4	3	2	1
2.	Makes self-available to clients even beyond official time	5	4	3	2	1
3.	Submits urgent non-routine reports required by higher offices/agencies such as CHED, DBM, CSC, DOST, NEDA, PASUC and similar regulatory agencies within specified time by rendering overtime work even without overtime pay	5	4	3	2	1
4.	Accepts all assigned tasks as his/her share of the office targets and delivers outputs within the prescribed time.	5	4	3	2	1
5.	Commits himself/herself to help attain the targets of his/her office by assisting co- employees who fail to perform all assigned tasks	5	4	3	2	1
6.	Regularly reports to work on time, logs in upon arrival, secures pass slip when going out on personal matters and logs out upon departure from work.	5	4	3	2	1
7.	Keeps accurate records of her work which is easily retrievable when needed.	5	4	3	2	1
8.	Suggests new ways to further improve her work and the services of the office to its clients	5	4	3	2	1





9	Accepts additional tasks assigned by the head or by higher offices even if the assignment is not related to his position but critical towards the attainment of the functions of the university	5	4	3	2	1
10.	Maximizes office hours during lean periods by performing non-routine functions the outputs of which results as a best practice that further increase effectiveness of the office or satisfaction of clientele	5	4	3	2	1
11.	Accepts objective criticisms and opens to suggestions and innovations for improvement of his work accomplishment	5	4	3	2	1
12.	Willing to be trained and developed	5	4	3	2	1
Total Score		51/12 = 4.25				
<b>B. Leadership &amp; Management (For supervisors only to be rated by higher supervisor)</b>		Scale				
1.	Demonstrates mastery and expertise in all areas of work to gain trust, respect and confidence from subordinates and that of higher superiors	5	4	3	2	1
2.	Visionary and creative to draw strategic and specific plans and targets of the office/department aligned to that of the overall plans of the university.	5	4	3	2	1
3.	Innovates for the purpose of improving efficiency and effectiveness of the operational processes and functions of the department/office for further satisfaction of clients.	5	4	3	2	1
4.	Accepts accountability for the overall performance and in delivering the output required of his/her unit.	5	4	3	2	1
5.	Demonstrates, teaches, monitors, coaches and motivates subordinates for their improved efficiency and effectiveness in accomplishing their assigned tasks needed for the attainment of the calibrated targets of the unit	5	4	3	2	1
Total Score						
Average Score						
Overall recommendation:						

  
**MIRIAM M. DE LA TORRE**  
 Immediate Supervisor

## EMPLOYEE DEVELOPMENT PLAN

Name of Employee: GINA A. LORETO

Performance Rating: January-June 2024

Aim: Further capacitate on customer service.

Proposed Interventions to Improve Performance: Attendance to S-W/conventions/congress about customer service

Date: \_\_\_\_\_ Target Date: \_\_\_\_\_

First Step: Orient and learn herself on handling customer service

Result: Met and discussed with superiors on problems and issued encountered with customer

Date: \_\_\_\_\_ Target Date: \_\_\_\_\_

Next Step: \_\_\_\_\_


Outcome: \_\_\_\_\_

Final Step/Recommendation: Attend trainings on customer service skills

Prepared by:

  
**MIRIAM M. DE LA TORRE**  
OIC, University Registrar *alub*

Conforme:

  
**GINA A. LORETO** *alub*  
Administrative Aide VI