



COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF

Annex P

Name of Administrative Staff: **JOAN ROSEMARIE A. BANZON**

Particulars (1)	Numerical Rating (2)	Percentage Weight (3)	Equivalent Numerical Rating (2x3)
1. Numerical Rating per IPCR	4.78	70%	3.34
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.833	30%	1.44
TOTAL NUMERICAL RATING			4.78


TOTAL NUMERICAL RATING: **4.78**

Add: Additional Approved Points, if any: **0**

TOTAL NUMERICAL RATING: **4.78**

FINAL NUMERICAL RATING **4.78**

ADJECTIVAL RATING: **OUTSTANDING**

Prepared by: 

JOAN ROSEMARIE A. BANZON
Name of Staff


Reviewed by: 

MARWEN A. CASTAÑEDA
Department/Office Head

Recommending Approval:


NA
Dean/Director

Approved:



BEATRIZ S. BELONIAS
Vice President for Academic Affairs

INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, Joan Rosemarie A. Banzon, of the Registrar's Office 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 1, 2020 to June 30, 2020.


JOAN ROSEMARIE A. BANZON
 Ratee


Approved:


MARWEN A. CASTANEDA
 Head of Unit

MFO & PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Rating				Remarks
					Q ¹	E ²	T ³	A ⁴	
OUR MFO 1. Registration and Graduation Services	PI 1: Percentage of students officially enrolled and registered	Receiving and recording of class rosters	100%	100% of 1,976	5	4	4	4.333	
		Receiving and recording of gradesheets	100%	100% of 2,855	5	4	4	4.333	
		Receives approved LOA, readmission, shifting, and request for overload	100%	100% of 256	5	4	4	4.333	
		Prepares schedule of classes (First Semester 2020-2021)	100%	100% of 50 block sections	5	5	5	5	
		Issues completion forms to student with INC grades	100%	100% of 346 applications	5	5	5	5	
		Issues application for graduation to students	100%	100% of 410 students	5	5	5	5	
		Update of class rosters	100%	100% of 80 offerings	5	4	4	4.333	
		Print CORs of students	100%	100%	5	5	5	5	
		Validate student certificate of registration (COR)	100%	100%	5	5	5	5	
OUR MFO 2. Evaluation and Authentication Services	PI 1: Percentage of scholastic records/credits checked, evaluated, verified, signed and released	Authenticate TOR, diploma and certificate of students	100%	100% of 786 documents	5	5	5	5	
OUR MFO 3. Student Records Management Services	PI 2: Percentage of student information encoded and stored in data base	Encodes continuing students shifted to another curriculum	100%	100% of 152 students	5	4	4	4.333	
OUR MFO 4. Administrative and Facilitative Services	PI 1: Percentage of the number of times information are acted upon (in consideration with Data Privacy Act, FOI, VSU Code and Standards)	Issuing, maintaining, retrieving and controlling controlled documents	100%	100%	5	5	5	5	
		Assigning of document numbers and other coding controls for document coordination with the DRC	100%	100% of 6,421 documents	5	5	5	5	

MFO & PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Rating				Remarks
					Q ¹	E ²	T ³	A ⁴	
		Records in the office are kept, distributed, stored and disposed of according to the quality procedure	100%	100%	5	5	5	5	
		Internal documents in the office are reviewed according to the quality procedure	100%	100%	5	5	5	5	
		Keeps and files controlled copy of internal documents.	100%	100%	5	5	5	5	
		Take down notes and prepare minutes of the Registrar's staff meeting	-	-					
	PI 3: Number of documents acted upon	Facilitate submission of documents to QAC through regular audits	100%	100%	5	5	5	5	
		Receives registration forms of students	100%	100% of 5,672 students	5	4	4	4.333	
		Types communications/correspondence	100%	100% of 9 communications	5	4	4	4.333	
		Receives and facilitates the signing and approval of documents	100%	100% of 786 documents	5	5	5	5	
		Approve grade sheets submitted by faculty	100%	100% of 217 grade sheets	5	4	4	4.333	
	PI 5: Percentage of queries served on time	Attending to various inquiries/requests from parents, students and other clients	100%	100%	5	5	5	5	
		Attends to clients transacting business	100%	100%	5	5	5	5	
OUR MFO 5: Frontline Services	PI 1: Efficient and customer-friendly frontline service	Clients served within the day	0 not-acted upon validated complaint	0 not-acted upon validated complaint	5	5	5	5	
Total Over-all Rating					5	4.67	4.67	4.78	
	Average Rating (Total Over-all rating divided by 4)		4.78	Comments & Recommendations for Development Purpose: The Registrar's staff should be allowed and be given a chance to attend seminars on topics that are related to the nature of her duties and responsibilities.					
Additional Points:									
	Punctuality								
	Approved Additional points (with copy of approval)								
FINAL RATING			4.78						
ADJECTIVAL RATING			Outstanding						

Evaluated & Rated by:


MARWEN A. CASTANEDA
University Registrar


Date: _____

Recommending Approval:

NA
Dean / Director

Date: _____

Approved by:


BEATRIZ S. BELONIAS
Vice President for Academic Affairs

Date: 12/4/20



Instrument for Performance Effectiveness of Administrative Staff

Rating Period: **JANUARY – JUNE 2020**

Name of Staff: **JOAN ROSEMARIE A. BANZON**

Position: **ADMINISTRATIVE AIDE IV**

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		58				

B. Leadership & Management (For supervisors only to be rated by higher supervisor)		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		4.833				

Overall recommendation : _____


MARWEN A. CASTAÑEDA
 Printed Name and Signature
 Head of Office

EMPLOYEE DEVELOPMENT PLAN

Name of Employee: **BANZON, Joan Rosemarie A.**
Performance Rating: January to June 2020

Aim: Ms. Banzon will gain more knowledge in records' management and also improve more her customer satisfaction skills that will lead the office improved performance satisfaction.

Proposed Interventions to Improve Performance:

Date: February 2020 Target Date: June 2020

First Step: Ms. Banzon to attend ISO related seminars as well as trainings on improving customer service satisfaction.

Result: Ms. Banzon was not able to attend the suggested seminars/training sessions due to the pandemic where operations at the Registrar's Office were focused more on the hectic work adjustments and work from home schemes.

Date: _____ Target Date: _____

Next Step:

Outcome: _____

Final Step/Recommendation:

Ms. Banzon be allowed to attend trainings/seminars as suggested.

Prepared by:


MARWEN A. CASTAÑEDA
Unit Head

Conforme:


JOAN ROSEMARIE A. BANZON
Name of Staff