



15 October 2021

**MEMORANDUM NO. 648**  
Series of 2021

**T O: The Concerned VSU Officials**

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|------------------------------------|---|
| 1. Dr. Edgardo E. Tulin            | - University President  |
| 2. Dr. Beatriz S. Belonias         | - VP for Academic Affairs   |
| 3. Dr. Aleli A. Villocino          | - VP for Student Affairs and Services                                     |
| 4. Dr. Daniel Leslie S. Tan        | - VP for Administration and Finance                                       |
| 5. Dr. Maria Juliet C. Ceniza      | - VP for Research, Extension and Innovation                               |
| 6. Dr. Dilberto O. Ferraren        | - VP for Planning, Resource Generation and Auxiliary Services             |
| 7. Dr. Elwin Jay V. Yu             | - Chief, University Services for Health, Emergency & Rescue               |
| 8. Ms. Louella C. Ampac            | - Director for Financial Management                                       |
| 9. Ms. Queen-ever Y. Atupan        | - Head, Cash Office   |
| 10. Mr. Nick Freddy R. Bello       | - OIC Head, Accounting Office   |
| 11. Atty. Rysan C. Guinocor        | - Chief Legal Officer, Office of the Director for Administrative Services |
| 12. Ms. Honey Sofia V. Colis       | - OIC Director for Human Resource Management                              |
| 13. Engr. Mario Lilio P. Valenzona | - Director, Physical Plant Office   |
| 14. Dr. Ma. Rachel Kim L. Aure     | - Director for Instruction and Evaluation                                 |
| 15. Ms. Marwen A. Castañeda        | - University Registrar  |
| 16. Dr. Editha G. Cagasan          | - Director for Quality Assurance  |
| 17. Mr. Gideon Niel D. Tan         | - Customer Feedback Officer   |
| 18. Prof. Manolo B. Loreto, Jr.    | - Office of the Dean of Students  |
| 19. Prof. Rosa Ophelia D. Velarde  | - Director for Research   |
| 20. Dr. Antonio P. Abamo           | - Director for Extension  |
| 21. Prof. Alan B. Loreto           | - Director for Innovation   |
|                                    | - Director for Income Generation Projects                                 |
| 22. Ms. Argina M. Pomida           | - Director for Resource Generation and Auxiliary Services                 |
| 23. Dr. Judith B. Jomadiao         | - Chancellor, VSU Alangalang  |
| 24. Ms. Sarah M. Chua              | - Director for Admin and Finance (VSU Alangalang)                         |
| 25. Dr. Luzviminda A. Tajos        | - Chancellor, VSU Isabel  |
| 26. Prof. Gina A. Ellorimo         | - Director for Administration and Finance (VSU Isabel)                    |
| 27. Dr. Quenstein D. Lauzon        | - Chancellor, Tolosa  |

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|------------------------------------|---|--|
| 28. Mr. Lelius Catalino V. Apostol | - | Director for Administration and Finance (VSU Tolosa) |
| 29. Dr. Maria Jehan P. Libre       | - | Chancellor, VSU Villaba                              |
| 30. Ms. Teresita P. Juanero        | - | Director, Administration and Finance (VSU Villaba)   |

**R E: Attendance to the Online Training on Quality Customer Relations/Customer Service Excellence on October 19, 2021**

To implement one of the action plans identified during the January 2021 Management Review, we are tapping TUV Rheinland, a third party service provider, to give us an impartial viewpoint on the importance of feedback for the VSU Quality Management System. Since you are among the VSU employees who hold key administrative positions in this university, you have been identified to participate in the **Compressed Online Training on Quality Customer Relations/ Customer Service Excellence on October 19, 2021**. The meeting link is provided below:

Join Zoom Meeting:

<https://tuv.zoom.us/j/63518075329?pwd=ODRFVk8zNy96UjVCUTJqajZ0c0x1dz09>

Meeting ID: 635 1807 5329

Passcode: 202895

Per information from TUV Rheinland, the online training will start at 9 o'clock in the morning and will end by 4:00 pm. You should log in or join the training at least 15 minutes before the official time, and have your complete name appear upon entering the online training.

For your guidance.

  
**EDGARDO E. TULIN**  
President