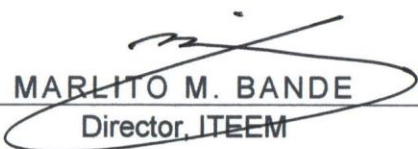


JAN 31 2019

Visayas State University
INSTITUTE OF TROPICAL ECOLOGY AND ENVIRONMENTAL MANAGEMENT
 Visca, Baybay City, Leyte

OFFICE PERFORMANCE COMMITMENT & REVIEW (OPCR)

I, DR. MARLITO M. BANDE, ITEEM Director, commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period JULY - DECEMBER 2018.


MARLITO M. BANDE
 Director, ITEEM


 Approved: **DENNIS P. PEQUE**
 Dean, CFES

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accom- plishment | Rating | | | | Remark |
|--------------------|---|---------------------|--------|-------------------------------|----------------|----------------|----------------|----------------|--|
| | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| UMFO 1 | ADVANCED EDUCATION SERVICES | | | | | | | | |
| ITEEM MFO 1 | Graduate Degree Program | | | | | | | | |
| PI 1 | Number of graduate degree specializations offered and monitored | MMB | 1 | 1 | 4 | 4 | 4 | 4 | MS TREC |
| PI 2 | Total FTE monitored | HRM, MMB, JOP | 4 | 15.66 | 5 | 5 | 5 | 5 | Number of students and contact hour per week: TREC 209 (17 students, 2 hrs. lec/3 hrs. lab); TREC 299 (3 students, 1 hr. lec); SOIL 217 (lec, 3 students, 5 hours) |
| PI 3 | Number of graduate curricular program evaluated by AACUP | MMB | 1 | 1 | 4 | 4 | 4 | 4 | MSTREC - Level 2 |
| PI 4 | Number of students who graduated within prescribed period | HRM, MMB, JOP | NA | | | | | | |
| PI 5 | Number of graduate students enrolled | HRM, MMB, JOP | 6 | 17 | 5 | 5 | 5 | 5 | |
| PI 6 | Number of instructional materials developed | HRM, MMB, JOP | 2 | 3 | 5 | 5 | 5 | 5 | |
| ITEEM MFO 2 | Graduate Students | | | | | | | | |
| PI 1 | Number of graduate students awarded with scholarship/assistantship | MMB | 1 | 8 | 5 | 5 | 5 | 5 | K. J. Galgo (GTA); L. Pelino (ZSL); M.A. Bravo, M. Entuna, M. V. Latras, A. Serenino, W. Siarot (DOST); S. Villacorta (CHED) |
| PI 2 | Number of graduate students awarded with scholarship/assistantship who graduated within prescribed period | MMB | 1 | 2 | 5 | 5 | 5 | 5 | M.A. Bravo, M. Entuna, A. Serenino |
| PI 4 | Number of graduate students advised (adviser/GAC member) | MMB | 3 | 10 | 5 | 5 | 5 | 5 | K. J. Galgo; L. Pelino; M.A. Bravo, M. Entuna, M. V. Latras, A. Serenino, W. Siarot; S. Villacorta, J. Hijada; M. Loreto |

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accomplishment | Rating | | | | Remark |
|-------------|--|---------------------|--------|-----------------------|----------------|----------------|----------------|----------------|--|
| | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| UMFO 2 | HIGHER EDUCATION SERVICES | | | | | | | | |
| ITEEM MFO 1 | Curriculum Program | | | | | | | | |
| PI 1 | Total FTE monitored | MMB, JOP, JRGA, ABO | 15 | 45.3 | 5 | 5 | 5 | 5 | BSEM |
| PI 2 | Number of undergraduate curricular program evaluated by AACUP | MMB | 1 | 1 | 4 | 4 | 4 | 4 | BSEM - Level 2 |
| PI 3 | Number of new undergraduate curricular program compliant to CMO, approved and offered | MMB | 1 | 1 | 5 | 5 | 5 | 5 | BSES |
| PI 4 | Number of existing curriculum proposal subjected to evaluation (RQAT) and compliant to CMO | MMB | 1 | 1 | 4 | 4 | 4 | 4 | BSES |
| PI 5 | Number of undergraduate students enrolled | MMB | 40 | 87 | 5 | 5 | 5 | 5 | |
| PI 6 | Number of undergraduate students who graduated within prescribed period | MMB | 1 | 3 | 5 | 5 | 5 | 5 | 1st sem SY 2018-2019: A. Torregosa, R. A. Bagaslao, M.M. Molabola |
| PI 7 | Number of academe/industry linkage established | HRM, MMB | 2 | 4 | 5 | 5 | 5 | 5 | PASAR, SPMI, PSPI, SC Global |
| PI 8 | Number of students advised (thesis adviser/SRC Chairman or member) | HRM, MMB, JOP, JRGA | 7 | 14 | 5 | 5 | 5 | ✓ | JA - (SRC) K. Tenio, K. Florentino, G. Pepito, D. Dupal, G. Gardon - for IPCR, Asio |
| PI 9 | Number of student organizations/student dormitory advised | JRGA, ABO | 1 | 3 | 5 | 5 | 5 | 5 | HOMES, Mariposa Ladies Dormitory, Zeta Beta Rho Fraternity and Mussaenda Honor Sorority |
| PI 10 | Number of instructional materials developed | MMB, JOP, JRGA, ABO | 4 | 14 | 5 | 5 | 5 | 5 | Envi 121 (Lec & Lab); Envi 129 (Lec & Lab); Envi 113 (Lec & Lab); Envi 123 (Lec & Lab); Envi 11 (Lec); Envi 115 (Lec); Envi 125 (Lec); Envi 127 (Lec) AgSci 18 (Lec); Envi 122e (Lec) |
| PI 11 | Additional outputs: | | | | | | | | |
| PI 11.1 | Number of student honors/awards received | MMB | 1 | 2 | 5 | 5 | 5 | 5 | K. F. Tenio, M. Desamparado |
| PI 11.2 | Number of faculty honors/awards received | MMB | 1 | 1 | 4 | 4 | 4 | 4 | ED Espinosa - Academic Excellence (PhD) MSU-IIT, Iligan Campus |
| UMFO 3 | RESEARCH SERVICES | | | | | | | | |
| PI 1 | Number of published papers in internationally indexed journals | MMB, JOP, ABO | 1 | 5 | 5 | 5 | 5 | 5 | Productivity & Sustainability of Coconut Production and Husk Utilization in the Philippines: Coconut Husk Availability and Utilization; Agroecological Assessment of Different Cultural Practices of Pineapple, Ananas Comosus, (Linn) Mer. (Var.Red Spanish) for Sustainable Fiber Production in Geo-Textile Industry in Balete, Aklan; Policy and Socio-ecological Assessment of the Integrated Social Forestry Program after 25 Years of Implementation in St. Bernard, Southern Leyte, Impact of Anthropogenic Disturbance on Anurans Habitat and Species Richness in Silago, Southern Leyte, Philippines; Rainforestation |

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accomplishment | Rating | | | | Remark |
|---------------|--|--------------------------|--------|-----------------------|----------------|----------------|----------------|----------------|--|
| | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| | | | | | | | | | Implementation and Durkheim's Notion of Mechanical Solidarity: From the Experiences of the Pioneering Adopter's of the Cienda-San Vicente Farmers Association in Baybay City, Leyte |
| PI 2 | Number of research outputs presented in local/regional/national /international fora/ conferences | JOP, ABO | 1 | 3 | 5 | 5 | 5 | 5 | RDE Level 2: (1) Species Combination-Site Condition Matching of Early Successional Species; (2) Effects of Nutrient Management on the Survival and Growth Performance of Mycorrhizal-Infected Dipterocarp Seedlings Planted in Marginal Uplands in Inopacan, Leyte; (3) Impact of Leaf Litter Addition on the Growth Performance and Soil Organic Carbon of teh Early Successional Species Planted in the Marginal Upland of Inopacan, Leyte |
| PI 3 | Number of research project/study conducted | HRM, MMB, JOP, ABO, JRGA | 2 | 12 | 5 | 5 | 5 | 5 | Conducted: 4 studies in Inopacan; 4 studies TED; 2 studies in Cabucgayan; 1 Negros (all of the studies are registered in OVPRE); Pinoy Tannin |
| PI 4 | Number of research proposals submitted | MMB | 1 | 1 | 4 | 4 | 4 | 4 | Swiss Programme for Research on Global Issues for Development |
| PI 5 | Number of research proposals approved | MMB | 1 | 1 | 5 | 5 | 5 | 5 | Swiss Programme for Research on Global Issues for Development |
| PI 2 | Number of studies presented | JOP, ABO | 1 | 3 | 5 | 5 | 5 | 5 | RDE Level 2 |
| PI 7 | Number of research studies externally funded | MMB, JOP, JRGA | 1 | 1 | | | | | Swiss Programme for Research on Global Issues for Development |
| PI 8 | Number of research studies institutionally funded | HRM, MMB, JOP, ABO | 1 | 4 | 5 | 5 | 5 | 5 | Assessment of Artificial Reef in the 5th district of Leyte (HRM), Effect of Nutrient Management on the Survival and Growth Performance of Mycorrhizal Infected Dipterocarp Seedlings Planted in the marginal Uplands in Inopacan, Leyte (MMB); Effect of Leaf Litter Addition to the Growth Performance and Soil Organic Carbon of Early Successional Species (ABO); Species Combination-Site Condition Matching of Early successional Species (JOP) |
| PI 9 | Additional outputs: | | | | | | | | |
| PI 9.1 | Number of exchange scholars/researchers/visiting professors assisted | MMB, JOP, ABO, JRGA | 1 | 5 | 5 | 5 | 5 | 5 | Marco Bellotti (Exchange Scholar, ELTI and Earth University); 3 Professors/ Researchers from Nagoya University, Japan; Melanie Feurer (Pinoy Tannin Project, Bern University - researcher) |
| PI 9.2 | Number of research articles submitted for publications | MMB, JOP, ABO | 1 | 3 | 5 | 5 | 5 | 5 | IJERD |
| PI 9.4 | Number of annual report submitted | ABO, JRGA | 1 | 1 | 4 | 4 | 4 | 4 | ITEEM Annual Report |
| UMFO 4 | EXTENSION SERVICES | | | | | | | | |
| PI 1 | Number of person-days trained weighted by length of training | MMB, JOP, ABO | 225 | 654 | 5 | 5 | 5 | 5 | RF Training (Naval, Baybay, Guiuan-E. Samar, Villaba); Training on Biodiversity Assessment (VSU, Biliran, Inopacan, Hindang); Farm Planning in Cabucgayan, Biliran (DSWD-KALAH I CIDSS) |
| PI 2 | Number of trainings conducted | MMB, JOP, ABO | 2 | 9 | 5 | 5 | 5 | 5 | RF Training (Naval, Baybay, Guiuan-E. Samar, Villaba); Training on Biodiversity Assessment (VSU, Biliran, Inopacan, Hindang); Farm Planning in Cabucgayan, Biliran (DSWD-KALAH I CIDSS) |
| PI 3 | Number of IEC materials/Rainforestation development plan/technoguides developed/used | EBG | 1 | | | | | | |

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accomplishment | Rating | | | | Remark |
|---------|---|---------------------|--------|-----------------------|--------|----|----|----|---|
| | | | | | Q¹ | E² | T³ | A⁴ | |
| PI 4 | Number of beneficiaries/clients served | MMB, JOP, ABO, JRGA | 200 | 467 | 5 | 5 | 5 | 5 | |
| PI 5 | Number of technical/expert services | MMB, JOP, ABO | 4 | 56 | 5 | 5 | 5 | 5 | Bio-physical Assessments (Cabucgayan-KALAHÍ Project and HIPEDAC Farm, Hindang, Leyte); Inventory in Liptong Woodland; RF Farm Mapping in Kambonggan (1), Cabucgayan, Biliran (19); RISE: Naval (3); Negros Or. (2), VSU (1), Hindang (1) |
| PI 6 | Number of extension projects/components conducted | HRM, MMB, JOP, ABO | 3 | 26 | 5 | 5 | 5 | 5 | Monitoring of MPA's in the 5th District of Leyte; Coastal Resource Management in the 5th District of Leyte; Mainstreaming of Reforestation Technology in the Philippines; Reforestation: A Climate Resilient Intervention for Local Government Units Vulnerable to Climate Change and Disaster- Prone Areas in the Visayas; Natural Resource Management-Based Extension Program; Development of a Reforestation Research and Training Site to Scale-up Forest Restoration Initiatives in Climate Change Vulnerable Marginal Uplands in Inopacan, Leyte; Environmental Education and Advocacy through Capacity Building and Cross visits to the VSU Nature Park; Environmental Consciousness Drive for Senior High School Faculty and Students of Baybay City Division of the Department of Education; Empowerment of Local Stakeholders through Capacity Building and Development of VsU Agricultural Reservation (Proclamation 64) Physical Land-use and Resource Map; Training on Climate Change and Disaster Risk Reduction Management in 18 Municipalities of Leyte and Biliran under the Yolanda Rehabilitation and Recovery Program |
| PI 7 | Number of extension proposals submitted | MMB, JOP, ABO | 1 | 2 | 4 | 4 | 4 | 4 | YRRP DA RFU-8, DSWD KALAHÍ CIDSS |
| PI 8 | Number of extension proposals approved | MMB, JOP, ABO | 1 | 2 | 5 | 5 | 5 | 5 | YRRP DA RFU-8, DSWD KALAHÍ CIDSS |
| PI 9 | Number of extension projects externally funded | MMB, JOP, ABO | 1 | 2 | 5 | 5 | 5 | 5 | YRRP DA RFU-8, DSWD KALAHÍ CIDSS |
| PI 10 | Number of extension projects institutionally funded | HRM, MMB | 2 | 8 | 5 | 5 | 5 | 5 | NRM, CHED, RF, Climate Change (VSU) |
| PI 11 | Additional outputs: | | | | | | | | |
| | Number of scientific fora attended as speaker/resource persons | ABO | 1 | 3 | 4 | 4 | 4 | 4 | RDE In-house review |
| | Number of seedlings distributed | MMB, JOP, ABO | 1,000 | 9,000 | | | | | |
| | Area (hectares) of RF adopters farm established | MMB, JOP, ABO | 1 | 4 | 5 | 5 | 5 | 5 | |
| | Number of farmers association/individual RF adopters monitored and assisted | MMB, JOP, ABO | 5 | 17 | 5 | 5 | 5 | 5 | PRA, CSVFA, NAKASI, PENNAGMANAKI, KICFA, PHILFEDA, KUFA, HIPEDAC, FEA, R Vendiola, M Posas, M Romano, N Fuentes, F Boladula, S Atoy, Buga-buga Farmers Association (BUFA), G. Fernandez |

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accomplishment | Rating | | | | Remark |
|--------------------|---|--------------------------|--------|-----------------------|----------------|----------------|----------------|----------------|--|
| | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| | Number of RF network organized | MMB, JOP, ABO | 1 | 3 | 5 | 5 | 5 | 5 | RFRI Luzon Cluster; RFRI Visayas Cluster; RFRI Mindanao Cluster |
| | Number of tilapia fingerlings distributed | HRM | 100 | 500 | 5 | 5 | 5 | 5 | Baybay and Inopacan, Leyte |
| | Number of in-house seminars/ trainings/workshops/reviews conducted/attended | JOP, ABO, MMB | 3 | 9 | 5 | 5 | 5 | 5 | Tree Inventory in Aurora, Baler, CNRD Network Review in Koln, Germany, YRRP Orientation Seminar, RDE In-house review, AAACU |
| UMFO 5 | SUPPORT TO OPERATIONS (STO) | | | | | | | | |
| ITEEM MFO 1 | Faculty Development Services | | | | | | | | |
| PI 1 | Number of faculty/staff pursuing advanced research degree programs (PhD, MSc) facilitated, monitored and assisted | MMB | 1 | 2 | 4 | 4 | 4 | 4 | EDE (PhD) & SJC (MSc) CHED Scholarship |
| PI 2 | Number of seminars/trainings/ conventions/workshops coordinated for entire university | MMB, JOP, ABO | 1 | 3 | 5 | 5 | 5 | 5 | Abaca Summit, YRRP Seminar, AAACU |
| PI 3 | Number of seminars/trainings/ conventions/workshops coordinated outside the university | MMB, JOP, ABO | 3 | 9 | 5 | 5 | 5 | 5 | RF Training (Naval, Baybay, Guiuan-E. Samar, Villaba); Training on Biodiversity Assessment (VSU, Biliran, Inopacan, Hindang); Farm Planning in Cabucgayan, Biliran (DSWD-KALAHI CIDSS) |
| PI 4 | Additional outputs: | | | | | | | | |
| PI 4.1 | Number of faculty/staff/awards/honors received related to operational support | MMB, JOP, EBG | 1 | 2 | 5 | 5 | 5 | 5 | Lingkod Bayan Award Regional & National Awards |
| PI 4.2 | Number of activities organized/attended/assisted/participated/facilitated | JOP, ABO, MMB, JRGA | 1 | 7 | 5 | 5 | 5 | 5 | AAACU, Tree Inventory, Training on Biodiversity Assessment, Workshop on Anti-sexual Harassment Cases; RQAT Evaluation, ACCUP, Cross-visits of GE Courses to RF |
| ITEEM MFO 2 | Faculty Recruitment/Hiring Services | | | | | | | | |
| PI 1 | Number of faculty recruited/hired aligned with ISO standards | MMB | NA | NA | | | | | Request for additional faculty was disapproved |
| ITEEM MFO 3 | Faculty Evaluation Services | | | | | | | | |
| PI 1 | Percentage of faculty rated by students with at least very satisfactory rating in 50% of the subjects evaluated | HRM, MMB, JOP, ABO, JRGA | 100% | 100% | 5 | 5 | 5 | 5 | |
| ITEEM MFO 4 | Admission & Registration Services | | | | | | | | |
| PI 1 | Number of undergraduate students enrolled and validated within scheduled regular registration period | MMB | 40 | 87 | 5 | 5 | 5 | 5 | |
| PI 2 | Number of graduate students enrolled and validated within scheduled regular registration period | MMB | 6 | 17 | 5 | 5 | 5 | 5 | |
| ITEEM MFO 5 | Guidance and Counselling & Support to Students Services | | | | | | | | |
| PI 1 | Number of guidance activities conducted | ABO | 1 | 2 | 4 | 4 | 4 | 4 | Department-Based Guidance Facilitator (DBGF) for BSEM Students |
| PI 2 | Number of students who have availed of guidance and counselling services | ABO | 15 | 30 | 5 | 5 | 5 | 5 | BSEM Students |

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accomplishment | Rating | | | | Remark |
|--------------------|--|----------------------------------|--------|-----------------------|----------------|----------------|----------------|----------------|--|
| | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| PI 3 | Number of students awarded scholarship and grants & thesis supports | USSO, ELTI, ZSL, Graduate School | 2 | 8 | 5 | 5 | 5 | 5 | Kleer Jeanne Galgo (GTA), Ken Florentino & Genevieve Pepito (ELTI & NatureLife International Thesis Support), Kit Felian Tenio, Jessa Flores, Lilibeth Pelino (ZSL); Kit Felian Tenio, Mikah Desamparado (University Scholarship Program) |
| PI 4 | Number of best practices on students services implemented | MMB, ABO, JRGA, JOP | 1 | 7 | 5 | 5 | 5 | 5 | Internship Program for International Students, Thesis support program by project collaborators, Department-Based Guidance Facilitator, Institutionalization of Rainforestation Knowledge Center and Learning Site, Support to Student Tree Planting & Biodiversity Conservation Activities, Presentation of course-related requirement to stakeholders, Bridging students to collaborate with international research partners during the conduct of their thesis |
| ITEEM MFO 6 | Library Services | | | | | | | | |
| PI 1 | Percentage increase in the number of students, faculty and staff availing the library services | EBG, NMA | 75% | 85% | 5 | 5 | 5 | 5 | ITEEM and Aquatic Ecosystems Division Mini Libraries |
| PI 2 | Number of best library practices introduced which increase demand to avail of archive services | EBG, NMA | 1 | 2 | 5 | 5 | 5 | 5 | WiFi connection for thesis writing; regular updating of book catalog |
| ITEEM MFO 7 | Program and Institutional Accreditation Services | | | | | | | | |
| PI 1 | Number of degree programs which passed accreditation/evaluation at least Level 2 | ITEEM faculty/staff | 2 | 2 | 5 | 5 | 5 | 5 | BSEM & MSTREC |
| UMFO 5 | GENERAL ADMINISTRATION AND SUPPORT | | | | | | | | |
| PI 1 | Number of admin and research staff hired | MMB | 2 | 9 | 5 | 5 | 5 | 5 | K. Isaac, S.Gonzales, K. Almencion, L. Ceniza, A. Romo, A. Camacho, R. Matinao, V. Bagarinao, R. Matinao, + 7 nursery laborer |
| PI 2 | Number of faculty/staff supervised and monitored (including project based staff) | HRM, MMB, JOP, ABO | 10 | 43 | 5 | 5 | 5 | 5 | |
| PI 3 | Number of management meetings conducted/attended | ITEEM faculty/staff | 6 | 20 | 5 | 5 | 5 | 5 | Regular montly ITEEM and CFES faculty meeting, University committee meetings, UAC meetings |
| PI 4 | Number of documents evaluated and approved | MMB | 100 | 400 | 5 | 5 | 5 | 5 | |
| PI 5 | Number of academic lecture/laboratory rooms maintained | ASB, NMA, ABO, JOP, EBG | 4 | 13 | 5 | 5 | 5 | 5 | Knowledge Center, Bagging, Screen House, Nursery Production Area, RDE Room, RRTC Training Room, Hatchery, Marine Laboratory, ITEEM main office, ITEEM & Aquatic Division Library, RRTC Laboratory |
| PI 6 | Number of equipment/vehicle maintained | NMA, JOP, ABO | 10 | 21 | 5 | 5 | 5 | 5 | Thermometer, Oven, Refrigerator, Analytical Balance, Light meter, Vernier Caliper, (2) On-site Weather Station, GPS |
| PI 7 | Area of lawn and demonstration farms maintained | ASB, NMA, JOP | 3 | 13 | 5 | 5 | 5 | 5 | ITEEM Main Office Lawn, Aquatic Division Lawn, TED Lawn, Nature Park, Agro-ecology Demonstration Farm, RF Demonstration Farm, Arboretum, BSEM & TREC Tree Planting Site, ViFES Tree Planting Site, Dipterocarp Germplasm, Experimental Station & Site (Inopacan, Pilar, Cabucgayan) |

| MFO No. | MFO Description & Success/Performance Indicator (PI) | Persons Responsible | Target | Actual Accomplishment | Rating | | | | Remark |
|-----------------------|--|---------------------|--------|-----------------------|----------------|----------------|----------------|----------------|--|
| | | | | | Q ¹ | E ² | T ³ | A ⁴ | |
| PI 8 | Number of seedlings raised | JOP, ABO | 1000 | 6000 | 5 | 5 | 5 | 5 | Assorted Forest Trees Seedlings and Critically Endangered Plants |
| PI 9 | Number of tilapia fingerlings produced | HRM | 500 | 1000 | 5 | 5 | 5 | 5 | |
| PI 10 | Number of office and laboratory equipment purchased | HRM, MMB | 5 | 10 | 5 | 5 | 5 | 5 | |
| PI 11 | Number of office/training facilities/equipment maintained per week | ITEEM faculty/staff | 20 | 34 | 5 | 5 | 5 | 5 | |
| PI 12 | Number of university committees/boards/council chaired & coordinated | MMB, JOP, ABO, JRGA | 2 | 15 | 5 | 5 | 5 | 5 | |
| PI 13 | Percentage of apparatus/equipment maintained | NMA, JOP, ABO, MMB | 100% | 100% | 5 | 5 | 5 | 5 | |
| PI 14 | Number of College policies, protocols, guidelines/procedures made, approved and implemented | MMB | 1 | 3 | 5 | 5 | 5 | 5 | CFES Research Protocol, Equipment and Room Users Guidelines, TED Laboratory and Learning Sites User's Procedure |
| PI 15 | Number of frontline services monitored and ensured to be customer friendly & efficient and citizens charter posted conspicuously | ITEEM faculty/staff | 4 | 5 | 5 | 5 | 5 | 5 | Frontline services offered as reflected in the Citizen's Charter posted at the entrance area of the ITEEM building: Instruction - students' concerns; Research/Extension - RF and NRM/CRM trainings/assessments and other environmental technical services; Administration - other concerns of staff, faculty and the general public |
| PI 16 | Zero percent complaint from clients served | ITEEM faculty/staff | 100% | 100% | 5 | 5 | 5 | 5 | |
| PI 17 | Best practices/new initiatives implemented | ITEEM faculty/staff | 1 | 6 | 5 | 5 | 5 | 5 | Faculty/staff daily time record, logbook supported by biometrics; equipment and room use permit; regular general cleaning activity (both Aquatic & Terrestrial Division); archive "library" user's logbook; regular faculty and staff consultation in relation to administration support service |
| Total Over-all Rating | | | | | 374 | 374 | 374 | 374 | |
| Average Rating | | | | | 4.86 | 4.86 | 4.86 | 4.86 | |
| Adjectival Rating | | | | | 0 | 0 | 0 | 0 | |

Received by:

Planning Office

Date: _____

Calibrated by:

REMBERTO A. PATINDOL

Chairman, PMT

Date: _____

Recommending Approval:

BEATRIZ S. BELONIAS

Vice Pres. for Instruction

Date: _____

Approved:

EDGARDO E. TULIN

President

Date: _____