## OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

I, ALELI A. VILLOCINO, Vice President for Student Affairs & Services 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 2021

**ALELI A. VILLOCINO**
VP for Student Affairs and Services
Date FEB 2 3 2022

Approved:

**EDGARDO E. TULIN**
President
Date FEB 2 8 2022

RECEIVED
DATE: FEB 2 8 2022
BY: ___

| Appointment/Status | Position Title | Number |
|---|---|---|
| Head | Vice-President for Student Affairs & Services | 1 |
| Regular Staff | Administrative Aide VI | 1 |
| Job Order | | 1 |
| | TOTAL | 3 |

Rating Equivalents:
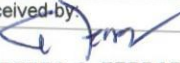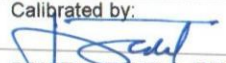5 - Outstanding
4 - Very Satisfactory
3 - Satisfactory

| GASSs/PAPs | Success Indicators | Persons Responsible | Target (January-December 2021) | Actual Accomplishments (July-December 2021) | Rating | | | | Remarks |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | $Q^1$ | $E^2$ | $T^3$ | $A^4$ | |
| **UGAS5. SUPPORT TO OPERATIONS** | | | | | | | | | |
| **OVPSAS STO 1: ISO 9001:2015 ALIGNED DOCUMENTS** | | | | | | | | | |
| OVPSAS STO 1: ISO 9001:2015 aligned documents and compliant processes | PI 1. Percentage of clients served that rated the services rendered at least very satisfactory or higher | ODS, OSWS, OSDS, OISPS, OCJP, OSGA, OCL, OHA | 95% of clients rated services as very satisfactory or higher | 100% | 5 | 5 | 4 | 4.6 | Note: to get the final rating from QAC who analyze all customer feedback |
| | PI 2. Number of quality procedures revised/updated/registered at QAC | OVPSAS, Department Student Internship Program In-charge, ODS, NSTP, OHA, OCL | 15 | 32 | 5 | 5 | 5 | 5.0 | PM-VPS-01, PM-OHA-01, PM-LIB-01, PM-LIB-02, PM-LIB-03,PM-LIB-04, PM-LIB-05. PM-LIB-06, PIM-LIB-07, PM-LIB-08, PM-LIB-09, PM-LIB-10, PM-ODS-01, PM-ODS-02, PM-ODS-03, PM-ODS-04, PM-ODS-05, PM-ODS-06, PM-ODS-07, PM-ODS-08, PM-ODS-09, PM-ODS-10, PM-ODS-11, PM-ODS-12, PM-ODS-13, PM-ODS-14, PM-ODS-15, PM-ODS-16, PM-ODS-17, PM-ODS-18, PM-ODS-19, PM-ODS-20, PM-ODS-21 |
| | PI 3. Percentage implementation of processes in accordance with existing approved quality procedures | OVPSAS, Colleges & Departments, ODS, OSWS, OSGA, OSDS, OJCS, NSTP, OHA | 100% processes implemented according to QP | 100% | 5 | 5 | 5 | 5.0 | zero NC during the 3rd internal audit |
| | PI 4.Number/Percentage of Reports submitted on time to partner agencies and other regulatory bodies | OVPSAS, ODS, OSWS, OSDS, OISPS, OCJP, OSGA, OIVP, OHA, UCL | 100 % reports submitted on time | 100% | 5 | 5 | 5 | 5.0 | Communication from partner agencies and transmittal for submission |

| GASSs/PAPs | Success Indicators | Persons Responsible | Target (January-December 2021) | Actual Accomplishments (July-December 2021) | Rating | | | | Remarks |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | Q[1] | E[2] | T[3] | A[4] | |
| | PI 5. Percentage of 5s implementation at the workplace | Office of the Chief Librarian | 95% | 98% | 5 | 5 | 4 | 4.6 | |
| | **PI 6.** Percentage of ISO evidences compliant with existing ODAS/HRM quality procedures kept intact and readily available to Auditor | OVPSAS, ODS, OSWS, OSDS, OISPS, OCJP, OSGA, OIVP, OCL, OHA | 100% ISO compliant evidences readily available | 100% | 5 | 5 | 5 | 5.0 | Quality Procedures, Forms, Guidelines, Documented Information and other objective evidences are on file & organized |
| | PI 7. Number of offices/units/departments audited | ODQA & Internal Auditor | 7 | 7 | 5 | 5 | 5 | 5.0 | Dept of Economics, College of Engineering, Office of the Director for Instruction & Evaluation, Office of the Director for Instructional Materials Development, Philippine RootCrops Center, Office of the Director for Research, Office of the Director for Innovation |
| | PI 8. Number of Corrective Action Reports issued to offices/units/departments or personnel | ODQA & QMR | 10 | 17 | 5 | 4 | 4 | 4.33 | OUR, EcoFARMI, DCE, DMP, QMR, ODPP, OHRA, ODHRM, ODFM, USHER, OGS, OCL, OHIGP (2), VSU Villaba |
| | PI 9. Number of correspondence sent to interested parties, external agencies & other stakeholders | ODQA & QMR | 15 | 30 | 5 | 5 | 5 | 5.0 | offices, units, department, collegs, students |
| | PI 10. Number of ISO-related meetings conducted | ODQA, ISO Core Team, Top Management, Internal Auditors, process owners, dDRCS | 5 | 10 | 5 | 5 | 5 | 5.0 | Top Management, ISO Core Team, Internal Quality Auditors, Process Owners, Co-process owners, dDRCs, ICTMC, Customer Feedback Officer, CF Analyst & other consultation meetings with interested parties |
| | PI 11. Percentage of clients served, requested, the services received at least very satisfactory or higher | Office of the Chief Librarian | 0% complaint from client served | 0% complaint | 5 | 5 | 4 | 4.6 | |
| | PI 12. No. of quality procedures prepared, reviewed and/or revised | Office of the Chief Librarian | 2 | 10 | 5 | 5 | 5 | 5.0 | |
| **OVPSAS STO3: ARTA ALIGNED COMPLIANCE AND REPORTING REQUIREMENTS** | | | | | | | | | |
| **OVPSAS STO 3: ARTA aligned frontline services** | PI 1. Efficient & customer friendly frontline service | OVPSAS, ODS, OSWS, OSDS, OISPS, OCJP, UCL, OHA | Zero percent complaint from clients served | 100% | 5 | 5 | 5 | 5.0 | Note: Please refer to customer satisfaction survey result from QAC |
| | PI 2. Citizen's Charter compliance: a. Citizen/client satisfaction survey | Office of the Chief Librarian | 95% satisfied | 98% satisfied | 5 | 5 | 4 | 4.6 | |

| GASSs/PAPs | Success Indicators | Persons Responsible | Target (January-December 2021) | Actual Accomplishments (July-December 2021) | Q[1] | E[2] | T[3] | A[4] | Remarks |
|---|---|---|---|---|---|---|---|---|---|
| **OVPSAS STO4: INNOVATIONS & BEST PRACTICES** | | | | | | | | | |
| **OVPSAS STO 4: Innovations & new Best Practices Development Services** | PI 1. Number of new systems/innovations/proposals introduced and implemented | VSU Cares Committee, Local COVID Vaccination Team, OVPSAS, Student Affairs & Services Committee, OSWS, OCJPS | 3 | 5 | 5 | 5 | 5 | 5.0 | VSU Committee on Advocates for Resilience & Empowering Student, Integration of Wellness Break in the Academic Calendar, Local COVID Vaccination Drive Student Survey, Implementation of Alternative/Flexible Internship Plan in the New normal, Student Onboarding |
| | PI 2. Number of Mental Health or Psychosocial Support provided to students | Office of Student Welfare & Services | 4 | 10 | 5 | 5 | 5 | 5.0 | |
| | PI 3. Percentage of students advised through distance counseling | | 150 | 203 | 5 | 5 | 5 | 5.0 | Distance Counseling of Students |
| | PI 4. Number of webinars organized/conducted related to career assessment, vocational guidance, character enhancement | Office of Career & Job Placement Services | 2 | 6 | 5 | 5 | 5 | 5.0 | Virtual Jobs Fair |
| | PI 5. Number of linkages established in providing employment opportunities | | 2 | 15 | 5 | 5 | 5 | 5.0 | |
| | PI 6. Number of new systems/innovations/proposals introduced and implemented | OCL and all unit librarians | 1 | 1 | 5 | 5 | 4 | 4.6 | |
| | PI 7. No. of materials acquired and processed. | Office of the Chief Librarian | 125 volumes library materials acquired and processed | 655 Volumes | 5 | 5 | 5 | 5 | |
| | PI 8. Number of title of theses, dissertations, manuscripts, etc., received | | 200 titles | 398 Titles | 5 | 5 | 5 | 5 | |
| | PI 9. No. of resources encoded to the database, barcoded and./or RFID provided | Office of the Chief Librarian | 250 volumes | 569 Volumes | 5 | 5 | 5 | 5 | OCL database |
| | PI 10. No. of documents prepared for AACCUP, CHED, ISA ,ISO, etc. accreditations/requirements | Office of the Chief Librarian | 2 documents | 76 Documents | 5 | 5 | 5 | 5 | All degree programs subjected to level II, III, IV accreditation |

| GASSs/PAPs | Success Indicators | Persons Responsible | Target (January-December 2021) | Actual Accomplishments (July-December 2021) | Rating | | | | Remarks |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | Q[1] | E[2] | T[3] | A[4] | |
| | PI 11. No. of e-copies of theses/dissertations, field practice reports, etc. manuscripts assessed and printed. | Office of the Chief Librarian | 200 e-copies | 398 e-copies | 5 | 5 | 5 | 5 | Student theses/dissertations, field practice reports |
| | PI 12. No. of books, journals repaired and/or bound | OCL Binders and Support staff | 150 volumes | 394 Volumes | 5 | 5 | 5 | 5 | Reference, serial, Viscaina Section/collection |
| | PI 13. No. of books, journals repaired and/or bound | OCL Binders and Support staff | 150 volumes | 394 Volumes | 5 | 5 | 5 | 5 | |
| | a. Students, faculty, staff & researchers availed the library facilities, services & resources | Office of the Chief Librarian | 100 users per rating period | 224 | 5 | 5 | 5 | 5 | |
| | | | 150 user per rating period | 172 | 4 | 5 | 4 | 4.3 | |
| | b. Students, faculty, staff & researchers reference queries responded | Office of the Chief Librarian | 100 users per rating period | 384 | 5 | 5 | 5 | 5 | |
| | PI 14. No. of E-copies of theses/dissertation converted to e-books | Office of the Chief Librarian | 150 e-copies of theses/ dissertation converted to e-books | 149 | 3 | 4 | 2 | 3 | **The staff's hour assigned to this task is just 10 hours /month only.** |
| | PI 15. Number of materials for special collection received | | 6 titles of materials for special collection | 10 | 5 | 5 | 4 | 4.6 | |
| **OVPSAS STO5: SUPPORT TO STUDENTS** | | | | | | | | | |
| | **PI 1.** Number of student internship manual prepared and reviewed | OVPSAS, ODS, College Deans, Department Heads, Student Internship Program Incharge | 1 | 1 | 5 | 5 | 4 | 4.6 | Proposed Student Internship Manual |
| | **PI 2.** Number of Internship Plans presented to the OVPSAS | OVPSAS, College Deans, Department Heads, ODIE, Student Internship Program In-charge | 2 | 3 | 5 | 5 | 5 | 5.0 | BCAEd Apprenticeship Plan, BSED Student Internship Plan, BS Development Communication Internship Plan |
| | **PI 3.** Number of MOA forged by Host Training Institution & Host Training Establishments/Agency | OVPSAS, College Deans, Department Heads, Dept Internship Progrma Coordinator, VSU & East-West Center | 4 | 6 | 5 | 5 | 5 | 5.0 | In coordination with Department of Internship Program Coordinator |

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|---|---|---|---|---|---|---|---|---|---|
| | | | | | Q[1] | E[2] | T[3] | A[4] | |
| **UMFO6: General Administrative and Support Services (GASS)** | | | | | | | | | |
| **OVPSAS GASS 1: Administrative and Support Services Management** | | | | | | | | | |
| | **PI 1.** Number of administrative services and financial/ administrative documents acted within time frame | OVPSAS, ODS, OHA, OSWS, OSGA, OSDS, OJCS, OUCL | 25 | 30 | 5 | 5 | 5 | 5.0 | Certifications, clearances, financial statement/reports, monitoring report, CHED mandated reports, scholarships, student development services report, CAT qualifiers list. |
| | **PI 2.** No. of formal/informal linkages with external agencies maintained | OVPSAS, ODS, OSWS, OHA, UCL | 3 | 3 | 5 | 5 | 5 | 5.0 | |
| | **PI 3.** No. of council/board/committee assignments served/functions performed | OVPSAS, ODS, OSDS, OISPS, OCJP, OSGA, NSTP, OCL, OHA, TWG CAT 2022 | 5 | 13 | 5 | 5 | 5 | 5.0 | VEFI Board, UAdCo, UAC, NAPB, APB, University Library Committee, Student Affairs & Services Committee, Donation Drive, Online College Admission Test 2022, Performance Monitoring Team, USSCF, ISO Core Team, Graduate School Council |
| | **PI 4.** No. of unit heads/staff meetings presided | ODS, OSWS, OSDS, OISPS, OCJP, OSGA, OHA, OCL, SIP Coordinators | 5 | 7 | 5 | 5 | 5 | 5.0 | OVPSAS Unit Heads, College Admission Test Committee, Student Affairs & Services Comt, ISO Core Team, University Library Comt, Department Student Internship Incharge, Comt on Decorum & Investigation on SH cases, Comt on THE Rankings |
| | **PI 5.** Number of seminars/conference/trainings attended by OVPSAS | ODS, OSWS, OSDS, OISPS, OCJP, OSGA, OHA, OUCL, OVPSAS | 8 | 15 | 5 | 5 | 5 | 5.0 | Corrective Action Reporting, THE the Ma, Bsters Class Impact Ranking, Active Spaces: Fostering Active Communities, Let's Go BAcuna, FY 2021 PBB Online Orientation & AGency Accountability Timelines, Learning Gender Best Practice on G & D in HEIs, GAIN Learning SEssion on Using Global Digital STandards & Frameworks in HRDP, Business Continuity PLan Fundamentals, National Sports Summit, RAFI CFL Virtual Learning Sessionon Leadership Conversation, Public Orientation on CMO 8 SEries of 2021 Guidelines in the Implementation of Delivery of SAS programs, Quality Customer RElations Training, CHED-DepEd Joint Memorandum Order 1 Seriesi 2021 Policies & Guidelines on Deploymnet of Pre-service Teachers |

| GASSs/PAPs | Success Indicators | Persons Responsible | Target (January-December 2021) | Actual Accomplishments (July-December 2021) | Rating | | | | Remarks |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | Q[1] | E[2] | T[3] | A[4] | |
| | **PI 6.** Number of student support services report submitted | ODS, OSWS, OSDS, OISPS, OCJP, OSGA, OIVP, OHA, OUCL | 4 | 6 | 5 | 5 | 5 | 5.0 | Student Vaccination Survey to PASUC & CHED, Student Affairs & Services (SAS) Continuity Plan, Donation Drive, Student Internship Report, Students request to enter the campus, SAS Services for limited face-to-face classes |
| | PI 7. Number of established informal linkages with industries/employers | OVPSAS, College Deans, Department Heads, Student Internship Program In-charge | 4 | 5 | 5 | 5 | 5 | 5.0 | Tugon.ph, PNP Stations in Padre Burgos, Bontoc, Ichon, Sogod, Northwest Samar State University, Live PUre Movement, |
| | PI 8. Number of Official documents prepared, issued, acknowledged, authenticated and inspected | Office of the Chief Librarian | 750 Official documents | 1331 | 5 | 5 | 5 | 5 | |
| | PI 9. No. of linkages with external agencies maintained ie. Exchange partners | Office of the Chief Librarian | 58 linkages | 58 | 5 | 5 | 4 | 4.6 | |
| | Total Over-all Rating | | | | 4.93 | 4.95 | 4.70 | 4.85 | |
| | Average Rating | | | | | | | 4.85 | |
| | Adjectival Rating | Outstanding | | | | | | | |

Received by:

**DILBERTO O. FERRAREN**
VP for Planning, Resource Generation and Auxiliary Services
Date: FEB 2 8 2022

Recommending Approval:

**ALELI A. VILLOCINO**
VP for Student Affairs and Services
Date: FEB 2 3 2022

Calibrated by:

**DANIEL LESLIE S. TAN**
Chairman, PMT
Date: FEB 2 4 2022

Approved by:

**EDGARDO E. TULIN**
University President
Date: FEB 2 8 2022

1- Quality

2 - Efficiency

3 - Timeliness

4 - Average

*Note: Entries with blue colors are from the OTP*