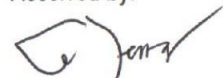


	AACCUP										
		Level III Program Re- accreditation	Mbales/EEOngy /MMagdadaró; Heads of the Program	3	3	100	5	5	5	5	Programs under Isabel Campus were visited last September 22-24, 2019
		Programs for PSV	Mbales/EEOngy /MMagdadaró; Heads of the Program	3	5	166.67	5	5	5	5	5 Programs were visited last Dec 2-6, 2019
	QAC PI 2. ISO:9001-2015 Certified										
		Number of internal and external audits coordinated	MCBales/ EEOngy/MMagd adaró	2	2	100	5	5	5	5	Internal audit conducted Sept 10-12, 2019; and external Nov. 22
		Number of management reviews coordinated/conducted	MCBales/ EEOngy/MMagd adaró	1	2	200%	5	5	5	5	conducted on October 18, 2019 and December 12, 2019
		Percentage of programmed ISO- related activities are implemented within the targeted timeline		100%	90%	90%	4	4	4	4	
	QAC PI 3. Institutional Sustainability Assessment (ISA) Accredited										
	QAC PI 4. Administrative Service										
		Number of pages of documents to photocopy as supporting Documents for AACCUP, ISO, ISA and CHED Monitoring	PPOrano/ RAValenzona	5,000 pages	10000	200%	5	5	5	5	

		Number of manuals reproduced and disseminated	PPOrano/RAValenzona	100 copies	200	200%	5	5	4	4.66	
		Number of manuals revised, distributed and retrieve	PPOrano/RAValenzona	10	18	180%	5	5	5	5	
		Number of forms revised	PPOrano/RAValenzona	10	145	1450%	5	5	5	5	
		Number of forms retrieved	PPOrano/RAValenzona	10	145	200%	5	5	5	5	
QAC PI 5. Support to Operations											
		Number of meetings/workshops/trainings facilitated (AACCUP, ISO, etc)	PPOrano/RAValenzona	6	4	66%	5	5	4	4.67	
		Percentage of preparedness for 5s	MCBALES/ MBales/ PPOrano/ RAValenzona	70%	70%	70%	5	4	4	4.33	
		Number of programs to monitor for compliance of the Mandatory Requirements for AACCUP Levels I to IV, RQUAT and other accreditation	MCBales/ EEOngy/Mmagd adaro/PPOrano/ RAValenzona	at least 8	10	125%	5	5	5	5	
	QAC PI 6. Efficient customer friendly assistance	Efficient and customer-friendly frontline service	PPOrano/ RAValenzona	Zero complaint from clients	0%	0%	5	5	5	5	

UMFO 6. GENERAL ADMINISTRATION & SUPPORT SERVICES										
	PI 1. Number of Risk Assessment/Review conducted		1	2	200	4	5	4	4.33	
	PI 2. Number of risks identified		30	69	563.33	5	5	5	5	final output of risk assessment were done onwards the end of November
	PI 3. Number of risks adressed/minimized		30	29	96.67	5	5	4	4.67	final output of risk assessment were done only in Novemebr after the management review
	PI 4: Number of legitimate complaints/negative comments received/		6	10	166.67	5	4	4	4.3	monitoring of complaints/customer feedback were done by August 2019
	PI 5: Percentage of complaints indicated in PI 4, if any, addressed within the prescibed period		10	10	100%	5	5	5	5.00	monitoring and closed complaints/customer feedback were done by August 2019
Total Overall Rating						4.79				
Average Rating										
Adjectival Rating										

Received by:



DILBERTO O. FERRAREN, PhD
 Planning Officer
 Vice President for Planning, Resource Generation and External Affairs
 Date: _____

Calibrated by:



REMBERTO A. PATINDOL, Ph.D.

Chair, PMT

Date: _____

Recommending Approval:



BEATRIZ S. BELONIAS, Ph.D.

Vice Pres. for Instruction

Date: _____

Approved:



EDGARDO E. TULIN, Ph.D.

President

Date: _____

1 - Quality

2 - Efficiency

3 - Timeliness

4 - Average