



CORRECTIVE ACTION REPORT

CAR Control No. : CAR - 19 - 003

Date: 11/11/2019

Issued to: Library

Issued by: QAC

NONCONFORMANCE / PROBLEM DESCRIPTION / OPPORTUNITY FOR IMPROVEMENT

Slow Wi-Fi connection

Prepared by:

MILAGROS C. BALES

Reviewed by:

Unit/Department Head

Acknowledged by:

Andreli D. Pardo

Name and Signature

Date:

11/11/19

Date:

11/11/19

Date:

11/11/19

CORRECTION

The UCCO head, Engineer Sean Villagonzalo informed me that the library has been allotted 15Mbps of our Globe subscription. Basing on our average daily statistics for use of the Wi-Fi connection, 147.59 vouchers is used for the Wi-Fi ~~connection~~ and according to him 15Mbps bandwidth cannot fully satisfy the need of the customers at one time. If budget allows we will subscribe for an increased bandwidth. Maintain regular cleaning of computers and close monitoring of sites visited by customers/users for balanced use.

INVESTIGATION AND ROOT CAUSE ANALYSIS

Based on our average daily statistics for use of our WiFi connection, 147.59 vouchers were used for the wifi and according to Eng. Sean Villagonzalo 15 Mbps bandwidth cannot fully satisfy the need of the customers at one time.

CORRECTIVE ACTION

#	Action	Target Date	Responsible Person
	Inquiry of the bandwidth intended for the library Cleaning schedule and regular monitoring	10/20/19	Chief Librarian

Prepared by:

Andreli D. Pardo

Name and Signature

Date:

11/11/19

Reviewed by:

Division Head

Date:

Approved by:

QMR / SDS

Date:

11/13/19

VERIFICATION / FOLLOW-UP

#	Verification Remarks	Date	Verified by	Status
	For bandwidth intended for the library, the engineer is finding ways to solve this. - Succeeding improvement now lies on IT office of the university	12/19/19 Dec 10, 2020	Andreli D. Pardo	for further monitoring

CLOSURE

Final Status:

✓ Closed

Failed (for re-issuance)

Approved by:

Andreli D. Pardo

Date:

12/10/20

Vision: A globally competitive university for science, technology, and environmental conservation

Mission: Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment.



October 30, 2019

DR. BEATRIZ S. BELONIAS

VP for Instruction
VSU, Baybay City, Leyte

Dear Dr. Belonias,

I just received today the customer feedback validation and here are the

Item no. 1- Slow wi-fi connection- Action taken: Inquiry of the bandwidth, cleaning
Schedule, regular monitoring

The UCCO head, Engineer Sean Villagonzalo informed me that the Library has been allotted 15 Mbps of our Globe subscription. Basing on our average daily statistics for use of the Wi-fi connection, 147.59 vouchers is used for the Wi-fi and according to him 15Mbps bandwidth cannot fully satisfy the need of the customers at one time. If budget allows we will subscribe for an increased bandwidth. Maintain regular cleaning of computers and close monitoring of sites visited by customers/users for balanced use.

Item no. 2- Hot and noisy- Action taken: Position letter to VSU President

Immediately after the receipt of the customer's feedback, the Chief Librarian wrote a letter stating the feedback of a customer and past users of the hotness and noise of the Library which was originally meant to be a green library building but due to climate change discomforts were felt by the users and the working staff thus a letter request for air conditioning of the Library was suggested to the President. Top management review meeting was conducted and the President expressed his plans, and one of which was the air-conditioning of the Library.

Respectfully yours,


ANDRELI D. PARDALES
Chief Librarian



VISAYAS
STATE UNIVERSITY



University Library

Visca Baybay City, Leyte, PHILIPPINES
Telefax: +63 53 563 7512
Email: library@vsu.edu.ph
Website: www.vsu.edu.ph

September 23, 2019

DR. EDGARDO E. TULIN
President
VSU, Baybay City, Leyte

Dear Dr. Tulin,

The University Library as the Learning Resource Center has been the haven for those who hunger for academic excellence and intellectual enhancement and for the Library to be globally competitive it has to be greened with resources for research, fun, leisure reading with relaxing environment. I have been receiving comments regarding our library which is hot and lately the internal auditor of ISO commented that there are areas that are warm and hot. As the chief librarian, I envy those offices which are fully air conditioned. It has been three years that we have transferred to this three-storey building which is spacious with electric fans but often times our customers gave us feedbacks that the Library is hot and cannot concentrate in their research and studies.

The hotness of the library seemed to give us mental sluggishness that comes with a day that is just too hot. There's actually a scientific basis for this, according to an article in Scientific American, the energy the body expends trying to cool itself down takes away from our ability to think and reason. When offices are air conditioned, people are able to work better and make better decisions. Proper air-conditioning and ventilation are an important aspect of both reading rooms, where many visitors read, study or use computers, and library halls, where paper slowly acquires its aroma. The Library has these specific needs where the required temperature and humidity levels must be carefully maintained, so the very old archived books are properly cared for and, consequently, have their lifetimes prolonged. I understand that this Library was conceptualized as a green library but, the global warming caught us with this warm situation.

Mr. President, these are few of the reasons why we need to fully air conditioned our Library. I believed that maybe this could be one of your priorities in your second term as our beloved President of this university.

I hope and pray that this request be given importance for our university to be customer-satisfied which is our utmost objective as the Learning Resource Centre.

Very respectfully yours,

ANDRELI D. PARDALES
Chief Librarian

Recommending approval:

*for 3rd
discussion and
agreement of 100% to
let it be fully air
conditioned*

BEATRIZ S. BELONIAS
VP for Instruction

REMBERTO A. PATINDOL
VP for Admin. and Finance

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STATISTICS ON WI-FI USAGE FOR THE MONTH OF SEPTEMBER 2019

COURSE	SEPTEMBER																					TOTAL
	2	3	4	5	6	7	9	10	11	12	13	14	16	17-20	23	24	25	26	27	28	30	
ABELS	10	5	5	10	26		11	8	13	14	2	1	1		6	20	3	3		1	11	
BAS	2	1	1	2	4	12	9	10	12	8	3	7			2	7	3	5	3	3	4	
BCAEd			2	5	13		20	15	7		1					23	1	61			24	
BECEd				1																		
BEED	23	12	11	62	38	1	20	70	33	34		3			22	58	20		2		5	
BPED			1	8	7		10		3	5						4	1	2			15	
BSA	13	8	29	27	37	4	24	18	33	25	1	9	2		6	30	22	17	6	9	14	
BSAB	23	6	10	22			21	14	33	16	3	1	18		8	28	5	22	11	4	17	
BSABE																						
BSAE		1			3	1												3		1	2	
BSBio	1		1	3	4		5	7	7	4	1	2	1		1	5	1	4			3	
BSBiotech	1	1		2		1	3		2	4		1				1	4	7				
BSCE	6	2		8	14		3	8	10	14	5		1		1	5	4	7	6	3	4	
BSChem	6	2	3	2	7	2	1	7	3	9		3			3	3		2	3	3	6	
BSCS		3		11	4	1	1	4	12	10					2	8	2	2		1	4	
BSDC	2	1	1	5	10		6	7	7	6					3	4		3	4		4	
BSDE																						
BSEcon					1		2	1	2	2		2	1			5		9	2		1	
BSEd	22	14	12	29	30	6	23	37	45	36	2	3	8		23	52	8	41	4	5	13	
BSEM									3													
BSES	1		8	7			2	4	14	6	2					1	5	15	2	5	12	
BSF				1			2	3			1	1			1					3		
BSFT	13	4	1	4	6	3	4	4	3	6			4			2	4		3			
BSGE	7	3	2	8	7		5	6	4	6	1		1		4	15	2	7			7	
BSHM		4	15	16	2		8	13	16	22	2				3	15		10	4	6	27	
BSHRTM				3	1		1		5						2	7	2	2	1			

BSMB		1		5				1		6						1		4				
BSME	5	11		9	13	3	10	8	5	8		4			13	6	5	9				12
BSMET				2	4		3		3			2					1	2		4		2
BSN	3	2	4	4	19		4		2	11		1				3	2	11				7
BSS		1		2	3		1												1			
BSTM	2		3		2		5	4		11					2	8		6	12			4
DVM	11	1	4	4	9			3	8	2		1				8	6	5				6
PhD	1	1	1	1				1														
MS		2	2	2	3	2	3	5	2	4	1	1			1			1				5
MEd																						
MLAM																						
MMgt																						
MAGDv																						
Faculty/staff												1					1		1			
Senior High S.	5	1	4	9					15	10	1		1			11	6	13	6			2
High School										4		5										
Visitors																						
TOTAL Number of users per day	157	87	120	274	267	36	207	258	302	283	26	48	38		103	330	108	273	71	48	211	3,247

- There are **3,247** students, faculty and staff who avail free Wi-Fi during the month of September 2019.
- 20 working days