

PART I
PERFORMANCE STANDARDS FOR DELIVERY/SERVICE UNITS

PART I

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This part is a table of reference for office performance standards per approved PMT Policy Proposal dated October 7, 2016. This shall be used as reference for the preparation of Office Performance Commitment and Review (OPCR) reports of Delivery Units and Service Units.

A. STRATEGIC PRIORITY FUNCTIONS

Impact	Outcomes	PPAs	Performance Indicators	Means of Verification	Head of Delivery Unit Responsible
MFO 1 – HIGHER EDUCATION SERVICES					
MFO 2 – ADVANCED EDUCATION SERVICES					
<p>Relevant and quality tertiary education ensured to achieve inclusive growth</p> <p>Access of deserving but poor students to quality tertiary education increased</p>	Quality of instruction upgraded	<ol style="list-style-type: none"> 1. Quality Assurance 2. Implementation of Faculty workload policy 3. Development of outcomes-based syllabi 4. Preparation of IMs 5. Evaluation of faculty classroom performance 6. Faculty development 7. Formulation of operations manual for colleges 8. Regular tracing of graduates 9. Repair, upgrading and installation of instruction support equipment 	<ol style="list-style-type: none"> 1. Total no. of: <ol style="list-style-type: none"> a. graduates b. graduates in priority programs c. No. of graduates who finished academic program according to the prescribed timeframe 2. % of any/both of the following for specific programs: <ol style="list-style-type: none"> a. Average passing % of licensure exams by the SUC graduates/NPR b. % of passers in TESDA assessment (for non-board programs) 3. No. of accredited programs/institutional accreditation conducted: <ol style="list-style-type: none"> a. Programs accredited b. Institutional accreditation coordinated/conducted 4. No. of COE/COD evaluation coordinated/conducted 5. Total number of enrollees <ol style="list-style-type: none"> a. Undergraduate b. Graduate 6. No. of plantilla faculty members with any or both of the following: <ol style="list-style-type: none"> a. Doctorate b. SWTs attended 	<p>Graduates data report from the Registrar's Office</p> <p>PRC result Summary report /CHED Form</p> <p>Summary report Certificate or letter from the accrediting body</p> <p>Summary report, letter/ certificate from the accrediting body</p> <p>Summary report from the Registrar</p> <p>Summary report from the HRD</p>	VPAA CEDs

Impact	Outcomes	PPAs	Performance Indicators	Means of Verification	Division/ Campus Responsible
SUPPORT TO OPERATIONS					
Support to operations enhanced to better serve students and stakeholders	Quality of instruction-support services upgraded	<ol style="list-style-type: none"> 1. Admission and Registration 2. NSTP 3. PE and Sports 4. Library 5. Student Services and Development 6. Socio-Cultural Affairs 7. Quality Assurance 	<ol style="list-style-type: none"> 1. Timeliness of submission of e-copy of approved Quality Manual 2. No. of students who rate students services as good or better 3. No. of students who are: <ol style="list-style-type: none"> a. Merit scholars b. Grantees 4. No. of graduates employed within two years after graduation 	<p>Transmittal letter</p> <p>Summary report</p> <p>Summary report</p> <p>Summary report</p>	<p>VPAA</p> <p>VPAA, VPRDET, CEDs</p> <p>VPAA CEDs</p> <p>VPAA CEDs</p>

Impact	Outcomes	PPAs	Performance Indicators	Means of Verification	Division/ Campus Responsible
MFO 3 – RESEARCH SERVICES					
Higher education research improved to promote economic productivity and innovation	RD human resources capacitated	Internal and external SWTs for RD personnel	<ol style="list-style-type: none"> 1. No. of plantilla faculty who: <ol style="list-style-type: none"> a. are Researchers b. attended RD related SWTs 	<p>List of plantilla faculty who are researchers</p> <p>List of plantilla faculty who attended RD related SWTs, title of SWT, date, venue, other information</p>	VPRDET CEDs
	Conduct of researches intensified	<p>Proposal reviews</p> <p>Conduct of researches</p> <p>Field monitoring and evaluation</p>	<ol style="list-style-type: none"> 2. No. of research studies completed: <ol style="list-style-type: none"> a. within the year (started and completed within the year) b. within the original timeframe 3. No. of: <ol style="list-style-type: none"> a. new research centers b. externally funded researches (program, project, activity) 	<p>List of research studies completed in the last three years and those completed within the original timeframe</p> <p>List of new research centers with proof of approval</p> <p>List of externally funded researchers with details</p>	VPRDET CED

	Visibility of research outputs increased	Publication Presentation of research outputs	<ol style="list-style-type: none"> 4. No. of researches: <ol style="list-style-type: none"> a. presented b. published in CHED-recognized journal and/International journal 5. Total number of citations with the following: <ol style="list-style-type: none"> a. citations in articles published by other researchers in refereed international* or national** journal b. research-based papers cited by books' authors 	<p>List of researches completed in the last three years indicating presented and published researches with details such as date, venue, etc.</p> <p>List of citations</p>	VPRDET CED
	Technologies, systems, programs generated, packaged and patented	Patenting of utility models/ interventions Copyrighting	<ol style="list-style-type: none"> 6. No. of inventions with the following: <ol style="list-style-type: none"> a. inventions not patented but utilized by local community b. S&T oriented research outputs patented 	List of inventions indicating whether patented/copyrighted or not patented but utilized by the local community with proof showing that it is used by the community	VPRDET CED

Impact	Outcomes	PPAs	Performance Indicators	Means of Verification	Division/Campus Responsible
MFO 4 – EXTENSION SERVICES					
Community engagement increased	Packaged and transferred knowledge and technologies responsive to the needs of target communities	<ol style="list-style-type: none"> 1. Training needs assessment 2. Packaging of information and technologies 3. Implementation of extension projects 	<ol style="list-style-type: none"> 1. Extension projects coordinated/IEC packaged: <ol style="list-style-type: none"> a. No. of extension trainings/ projects coordinated/conducted b. No. of IEC packaged and distributed to the communities/stakeholders 		VPRDET CEDs
	Intensified monitoring, evaluation and impact assessment of extension programs conducted for technical advisory and strategic planning	<ol style="list-style-type: none"> 1. Implementation of viable demo projects with ROI/ROR 2. Conduct of extension trainings 3. Provision of technical advice/advisory services 	<ol style="list-style-type: none"> 2. Number of projects with the following: <ol style="list-style-type: none"> a. Viable Demonstration Projects b. Internal Rate of Return (IRR) for all Demonstration Projects c. Number of Adopters Engaged in Profitable* Enterprise 3. No. of persons: <ol style="list-style-type: none"> a. trained weighted by the length of training provided with technical advice b. who received training or advisory services who rate timeliness of service delivery as good or better 4. No. of trainees/clients: <ol style="list-style-type: none"> a. trainees who rate the training as good or better b. Clients who rate the advisory services as good or better 5. No. of requests for: 	<p>List of viable demo projects, with computed IRR</p> <p>List of adopters with financial statements</p> <p>Summary report with attendance sheet and important details</p>	

			a. training responded to within 3 days of request b. technical advice that are responded to within 3 days		
	Intensified linkages and networking with other institutions in local, regional, national and international levels.	1. Assistance to LGUs in development planning 2. Linkages with other institutions 3. Externally funded projects	6. No. of MOAs with new linkages/ partnership with other organizations/ educational institutions	List with MOA signed	
	Capacited human resources for extension and training.	1. SWTs for extension personnel	7. No. of ET personnel attended related SWTs	Summary report	

Impact	Outcomes	PPAs	Performance Indicators	Means of Verification	Division/ Campus Responsible
GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)					
Sustained good governance and administrative proficiency	Modernized offices and processes	Infra & Site Development General Services Finance Services Administrative Services Planning and Information Mgmt.	1. Budget Utilization Rate a. Obligations BUR b. Disbursement BUR 2. Timeliness of submission of: (a) COA reports, (b) BARs, (c) FARs, (d) APP, (e) APCPI 3. Timeliness of compliance with the following: ➤ <i>Transparency seal</i> ➤ <i>Citizen's charter</i> ➤ <i>PhilGEPS Posting</i> 4. Number of Faculty and Staff who Attended Training a) <i>International</i> b) <i>National/ Regional</i>	Report	VP-AF VP-AF VP-AF/OP
	Improved administrative proficiency and financial management	GAD Internal Control Housing and Accommodation for Employees Housing and Accommodation for Guests NBC 461 Security Services Board of Regents Executive Services			VP-AF
	Continuously adhered to good governance conditions				

B. CORE FUNCTIONS

B.1. Common Core Functions for DUs/SUs

Impact	Outcomes	Core Functions (Based from the IFSU Code)	PIs (Outcomes-based)	Means of Verification	Division/ Campus Responsible (Delivery Unit)
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Goals and objectives of the university attained within the prescribed timeframe	Workable systems of planning and monitoring of implementation of plans in the division/campus level established with GAD mainstreaming of the PPAs	Planning, monitoring and evaluation for the division/campus with GAD mainstreaming	1. No. of planning, monitoring and related activities proposed/conducted/ implemented in the area of operation 2. No. of division/campus PPAs GAD-mainstreamed	Agenda Communication Minutes of Meeting Activity Proposal Letter	All Heads of Delivery Units/ Service Units
Improved administrative proficiency and governance	New policies and activities proposed for improved processes, systems, and programs	Proposals (policies or activities)	3. No. of analysis of observation in the area of operation and recommendations submitted (quarterly)	Proposal, transmittal letter duly received	All Heads of Delivery Units/ Service Units
Resource generation for efficient implementation of programs	Programs implemented efficiently with partners	Linkaging/Partnership for resource generation	4. No. of programs implemented with partners (optional)	Proposal, report, transmittal letter duly received	All Heads of Delivery Units/ Service Units

B.2. Unique Functions - Additional Core Functions Specific to the Division/Campus or College/Service Department

Guidelines for choosing the additional performance indicators that are specific to the delivery/service unit:

1. The HDU, together with his/her immediate supervisor (Univ. President), specifies the Core Functions and the indicators of performance. The number of PIs shall be determined by the HDU and the immediate supervisor.
2. The total of all the PIs should not exceed the total of 25 PIs in all the categories of functions.
3. For the Head of Service Unit, he or she, in the same way, determines the specific core functions for the unit and the corresponding PIs, together with the concerned HDU.
4. The additional PIs should be based on the core functions of the unit.

C. SUPPORT FUNCTIONS

Impact	Outcomes	Support Functions	PIs (Outcomes-based)	Means of Verification	Division/ Campus Responsible
Improved participation/ cooperation with other agencies or offices for	Timely response to requesting agencies or offices for data, information or	Submission of reports, data or information required/requested by other agencies or offices (specify all)	1. Timeliness of submission of report/data being requested by other office/s or agency	Letter request from the requesting agency/office Transmittal letter of report/	VPAA, VPRDET, CEDs

national, regional, local development	reports			document properly received by appropriate official	
	Improved participation and cooperation with other offices/agencies	Performance of tasks assigned to the unit through a Memo or approved request in support to other office/agency	2. Timeliness of submission of report to the immediate supervisor on the performance of tasks assigned to the office by virtue of a Memo or Approved Request	Memo/Program/Request/Letter Back-to-station report or any proof showing the actual performance of assigned tasks	VPAA, VPRDET, CEDs

PERFORMANCE MEASURES RUBRICS

- a. Quantity (SPMS Manual)
 - 5 - Achieved the target by 130% and above
 - 4 - Achieved the target by 115-129%
 - 3 - Achieved the target by 100-114%
 - 2 - Performance below target by 51-99%
 - 1 - Performance below target by 50% and below

- b. Timeliness – For convenience in measurement, timeliness dimension should be expressed in terms of number of days (not week or months or hours) for office targets.

Note: If deadline is not specified, automatically, deadline is based on the Citizen’s Charter or 3 days after receipt of request/instruction.

- 5 – Three or more days before the deadline
- 4 – One - two days before the deadline
- 3 – On deadline or due date
- 2 – One – two days after the deadline
- 1 – Three or more days after the deadline