

PART III

PERFORMANCE STANDARDS FOR EMPLOYEES

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This Table of Reference shall be used as reference by faculty and staff of the University in the preparation of their Individual Performance Commitment and Review (IPCR) reports.

Note: CSC Memorandum Circular No. 6, s. 2012, p. 7 (Guidelines on the Establishment of Agency SPMS) provides that, “Unless the work output of a particular duty has been assigned pre-set standards by management, its standards shall be agreed upon by the supervisors and the ratees”. Thus, performance standards for core or support functions performed by employees that are not found in this Table of Reference shall be agreed upon by the supervisor and the employee.

I. STRATEGIC PRIORITY FUNCTIONS

MFO 1 - HIGHER EDUCATION SERVICES /MFO 2 – ADVANCED EDUCATION SERVICES

SDP Objectives/ MFO	PPA (Translated into Office Outcomes)	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Quality of instruction upgraded (Higher Education Services)	Quality assurance of programs	Develop, Review, and/or Update Curricula	Submission of proposal for revised/updated curricula 3 days before the Academic Council Meeting			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Dean, Program Chairperson or Faculty assigned,
		Prepare documents for accreditation/ program evaluation by AACUP and CHED	Submission of complete documents for accreditation on schedule set by authorities			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Dean, Program Chairperson or faculty assigned Assigned non-teaching personnel
		Prepare COD/COE requirements					

	Classroom Instruction	Deliver classroom instruction	Rating from classroom observation by Program Chairperson or Dean		5 – Rating of 4.51 to 5.0 in Classroom observation by		Program Chairperson All faculty members
			(Supervisor's Rating)		supervisor 4 – Rating of 3.51 to 4.50 3 – Rating of 2.51 to 3.50 2 – Rating of 1.51 to 2.50 1 – Rating of less than 1.50		
		Prepare and maintain the following: (a) Outcome-based Syllabi	Submission of outcomebased and updated syllabi in all the assigned subjects on deadline	5 – 100% of the assigned subjects 1 – Less than the total number of subjects assigned	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Faculty members
		(b) Outcome-based IM b.1. For subjects taught for the first time	Submission of IMs for subjects taught for the first time to the IM Committee	5 – 100% of subjects taught for the first time submitted to IM Committee for approval 1 – Less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	
		b.2. For subjects taught for the second time or more	Approval of IMs for subjects taught for the second time or more by the IM Committee	5-all subjects taught for the second time or more approved by IM Committee 1-Less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline (End of the Academic Year) 2 – 1 to days after deadline 1 – 3 or more days after deadline	

		(c) Grading sheets	Submitted accurate and complete Grading Sheets as scheduled (With ecopy for campuses with system)	5 – 100% of the assigned subjects 1 – Less than the total number of subjects assigned	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Faculty members
		Submission of Classroom Outputs	Submission of Classroom Outputs such	5 – 100% of the assigned subjects	5- no error 4- with 1 error	5- 3 or more days before set deadline	Faculty members
			as: - TOS - Exam (Test Question) - Sample student outputs	1 – Less than the total number of subjects assigned	3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	4 – 1 to 2 days 3 – on set deadline 2 – 1 to 2 days after set deadline 1 – 3 or more days after set deadline	
		Student Evaluation Report/Evaluation	Preparation/Submission of student evaluation report/summary to the Dean	5 – 100% of faculty members evaluated 1 – some faculty members not evaluated		5 – on set schedule 4 – 1 day after set schedule 3 – 2 days 2 – 3 days 1 – 4 days	

	Faculty development	Attend trainings and seminars for faculty development	Attendance to SWT for faculty development within the year	5 – 3 national or 1 international SWT 4 – 2 national SWT 3 – 1 national SWT 2 – 2 local SWT 1 – 1 local SWT	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	Program Chairperson Faculty members
	Formulation of operations manual for colleges	Prepare ISO-aligned QMS documents in accordance to the requirements of the IATF	Submission of accurate/ acceptable ISO-aligned QMS for core processes on set schedule.	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Assigned units per University Issuance
	Tracer study	Conduct tracer study	Submission of	5 – Traced 130% and	5- no error	5 – 3 or more days before	Assigned faculty member
	of graduates	of graduates	completed tracer study with at least 30% of target population traced on set deadline.	above of the target population of the study 4 – 115-129% 3 – 100-114% 2 –51%-99% 1 –50% and below	4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Dean

	Repair, upgrading and installation of instruction support equipment	Assess instructionsupport facilities in colleges in coordination with the Infrastructure and Site Development	Submission of assessment report on instruction-support facilities or proposal for consideration in the Budget Proposal/APP on schedule.			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Dean
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SUPPORT TO OPERATIONS

SDP Objectives/ MFO	PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Quality of instructionsupport services upgraded	Delivery of student services improved (Academic)	Submit report on client satisfaction survey on student services	Submission of completed and accurate Client Satisfaction Survey Report on schedule			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Personnel in-charge (office clerk/assistant)

MFO 3 – RESEARCH SERVICES

SDP Objectives/ MFO	PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Capacitate RD human resources	RD personnel profile improved	Attend SWTs for staff development (internal or external SWTs)	Attendance to SWT for RD personnel development within the year	5 – 3 national or 1 international SWT 4 – 2 national SWT 3 – 1 national SWT 2 – 2 local SWT 1 – 1 local SWT	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	RD personnel

Intensify conduct of research	Increased number of researches completed within the prescribed timeframe	Prepare proposals for review and implementation	Submission of proposals according to the required teaching load per Policy Guideline 65, s. 2015 for review and acceptance by the URC on set deadline		<p>(If only one proposal) 5 – URC favorably accepted the proposal 4 – URC accepted the proposal but with minor revisions 3 – URC accepted the proposal but with major revisions 2 – URC deferred the proposal 1 – URC rejected the proposal</p> <p>(If more than one proposal)</p>	<p>5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline</p>	Faculty researchers
					<p>5 – URC favorably accepted all the proposals 4 – URC accepted all proposals but with minor revisions 3 – URC accepted all proposals but with major revisions or accepted some proposals with minor revisions 2 – URC deferred/rejected some proposals 1 – URC rejected all the proposals</p>		

		Implement approved researches	Completion of the research/es within the prescribed timeframe		5- no recommendations for further improvement 4- with 1 recommendation 3 – with 2 recommendation 2-with 3 recommendation 1 – with 4 or more recommendations Note: Based on the AIH Review of completed researches	5 – 1 month before end of the timeframe 4- 2 weeks before end of the timeframe 3 – within the timeframe 2- within 2 weeks after end of the timeframe 1 – beyond 2 weeks after end of the timeframe	Faculty researcher
Increase visibility of research outputs	Increased number of published and presented research output	Publish and present research outputs	Publication of research output within two years after completion		5 – Published in CHED-recognized international journal (ISI/Scopus/Thomson/Reuters/Elsevier/May journal) 4 –national journal 3- regional journal 2 – university 1 – other journals not CHED-recognized	5 – within first six months after completion of the study 4 – within six months to 12 months 3 – within 13 to 18 months after completion 2-19 to 24 months 1 – beyond two years (or 25 months above) after completion	Faculty researcher
			Presentation of research output in fora/ conference within two years		5 – Presented in international conference 4 –national conference 3- regional conference 2 – university conference 1 – college	5 – within first six months after completion of the study 4 – within six months to 12 months 3 – within 13 to 18 months after completion 2-19 to 24 months 1 – beyond two years (or 25 months above) after completion	Faculty researcher

Generate, package, and patent technologies, systems, and programs	Patenting and or copyrighting of utility models/ inventions	Prepare documents needed for submission of utility models/ inventions for patenting and or copyrighting	Submission of invention or utility models for patenting and or copyrighting		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	RD Personnel
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MFO 4 – EXTENSION SERVICES

SDP Objectives/ MFO	PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Package and transfer knowledge and technologies responsive to the needs of target communities	Target communities served with packaged technologies	Conduct training needs assessment	Submission of TNA report on set schedule			5 – Submits report 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Faculty (Extension Coordinator) ET personnel
		Package information and technologies	Packaging and reproduction of information and technology on set schedule			5 – Package and or reproduce information and technology 3 days schedule 4 – within 1-2 days before the due date	Faculty (Extension Coordinator) ET personnel

						3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	
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		Implement extension projects	Submission of project/ activity proposals for extension on set schedule		5 – accepted by the Review Committee with no revision 4 – accepted with minor revision 3 – deferred due to factors beyond the control of the proponent 2 – deferred due to factors controllable by the proponent 1 – no submission	5 – Submits proposal 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Faculty(Extension Coordinator) ET personnel
			Submission of terminal report for extension projects implemented 1 week after the conduct of extension activity (Submission to concerned College Extension Coordinator/Campus Chairperson/ RDET)		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date 2 – within 12 days after the due date 1 – within 3 or more days after due date	Faculty(Extension Coordinator) ET Personnel
Intensify monitoring, evaluation and impact assessment of extension programs conducted for technical advisory and strategic planning	Improved extension services to target communities	Implement viable demo projects with ROI/ROR	Regular monitoring of viable demo projects with ROI/ROR on set schedule	5 – 100% of the projects with ROI/ROR 1 – less than the total number of projects with ROI/ROR		5 –3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date 2 – within 12 days after the due date 1 – within 3 or more days after due date	ET personnel
		Conduct extension trainings	Submission of proposals for extension trainings		5 – accepted by the Review Committee	5 – Submits proposal 3 days or more before the	ET personnel Faculty

					with no revision 4 – accepted with minor revision 3 – deferred due to factors beyond the control of the proponent 2 – deferred due to factors controllable by the proponent 1 – no submission	due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date 2 – within 12 days after the due date 1 – within 3 or more days after due date	
		Provide technical advice/advisory services	Submission of report on technical advisory services on set schedule			5 – Submits report 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	ET personnel
Intensify linkages and networking with other institutions in local, regional, national and international levels	Strengthened linkages with other institutions	Link with other agencies for resourcesharing/externallyfunded projects and assist LGUs in development planning	Submission of at least one (1) proposal for new partnership/linkage with other agencies/for externally-funded projects and assistance to LGUs in development planning on set schedule			5 – Submits 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	ET personnel Faculty

Capacitate human resources for extension and training	Improved profile of extension personnel	Attend SWTs for staff development	Attendance to SWT for ET personnel development	5 – 3 national or 1 international SWT 4 – 2 national SWT 3 – 1 national SWT 2 – 2 local SWT 1 – 1 local SWT	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	ET personnel
					documentation 1 – Submitted certificate only Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)		

GENERAL ADMINISTRATION AND SUPPORT SERVICES

SDP Objectives/ MFO	PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	

Adhere to good governance conditions	Improve administrative proficiency and financial management	Maintain and update Transparency Seal	Submission of reports to regularly update the Transparency Seal a) BAR			5 –3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline (last day of the following month of every quarter)	Planning unit personnel
			b) FARs			2 – 1 to 2 days late 1 – 3 days or more after deadline	Budget Office personnel
			c) Guidelines in Rating and Ranking of Delivery Units (per IATF MC)				Planning unit personnel
			d) ISO documents	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%			Assigned personnel
			Updating of the Website's Transparency Seal			5 –3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline (last day of the following month of every quarter)	ICT personnel
						2 – 1 to 2 days late 1 – 3 days or more after deadline	
		Update and Post Citizen's Charter	Updating of the Citizen's Charter on set schedule			5 – Updated the Charter 3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline set 2 – 1 to 2 days late 1 – 3 days or more after deadline	HRD personnel, campus HR personnel Frontline offices personnel

		Comply with PhilGEPS Posting	Regular posting of bidding in PhilGEPS	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%		5 – Updated PhilGEPS Posting 3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline (last day of the following month of every quarter) 2 – 1 to 2 days late 1 – 3 days or more after deadline	BAC personnel
		Prepare Financial Accountability Reports	Submission of accurate and complete reports on due date to oversight agencies: (a) COA Reports			5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Accounting personnel
			(b) Budget Accountability Reports				Planning unit personnel
			(c) Financial Accountability Reports				Budget office personnel
			(d) Annual Procurement Plan				BAC personnel
			(e) APCPI				BAC personnel
		Prepare Budget Utilization Reports	Submitted the following BUR Reports (a) Obligations BUR			5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the	Finance personnel
			(b) Disbursement BUR				Finance personnel

						due date 1 – within 3 or more days after due date	
		Prepare Reports on Personnel Profile	Submission of summary reports on: Teaching and Non-teaching personnel who attended SWT: (a) International; (b) National/ Regional (c) Institutional/Local as set by the head of unit	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%		5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date (monthly, every 15 th day of the following month) 2 – within 1-2 days after the due date 1 – within 3 or more days after due date Note: Submission – at the University HRD	HRD Campus HRD Office staff/personne 1

			Attendance to SWT for nonteaching personnel	5 – 3 national or 1 international SWT 4 – 2 national SWT 3 – 1 national SWT 2 – 2 local SWT 1 – 1 local SWT	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	Non-teaching personnel
					Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)		

		Compliance to Enhance PRIME- HRM requirements in the four (4) HRM system under maturity level (Recruitment Selection and Placement; Learning and Development; Performance 5- Mngt.; Rewards and Recognition)	5 - 100% (Completeness of documents submitted) 4 - 80-99% 3 - 60-79% 2 - 51-59% 1 - 50 and below		5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date (monthly, every 15 th day of the following month) 2 – within 1-2 days after the due date 1 – within 3 or more days after due date		
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II. CORE FUNCTIONS OR SUPPORT FUNCTIONS

A. COMMON FUNCTIONS

MFO/PPA	Deliverables	Performance Measures	Performance Measures in terms of Quantity, Quality, and Timeliness			Responsible Individual
<i>(Translated into Office Outcomes)</i>			Quantity	Quality	Timeliness	
General Administration and Support Services	Conduct Institutional Events <ul style="list-style-type: none"> □ Foundation Day • Christmas Program • Intramurals Day • Graduation Day • Campus Events • Others 	Conduct/Coordination of Institutional events as scheduled			5 – 7 or more weeks before set schedule 4 – 5 to 6 weeks before the set schedule 3 – 3 to 4 weeks before the set schedule 2- 2 weeks before the set schedule 1 – 1 week before the set schedule	Assigned personnel (Committee members)
	Prepare Communications <ul style="list-style-type: none"> • Notice of meeting • Bulletin • Advisory • Simple Memo (Acknowledgement, transmittal, referral, endorsement, with template/pro-forma) 	Finalization of communication being prepared within 3 hours		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within 1 hour 4 – within 2 hours 3 – within 3 hours 2 – within 4 hours 1 – more than 4 hours	Office personnel

	<ul style="list-style-type: none"> • Circular • Letters • Certifications (Good moral character, employment, services rendered, leave credits, no administrative case, OJT, etc.) • Board Resolution • Complex Memo (Answer to Queries and Complaints, Clarifications, Technical Comments, Responses requiring CSW/External Data) • Proposals 	Finalization of communication being prepared within 3 working days		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within 1 working day 4 – within 2 working days 3 – within 3 working days 2 – within 4 working days 1 – more than 4 working days	Office personnel
	Prepare Reports; Minutes of Meetings/Referendum/Proceedings	Finalization of report prepared within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date	Office personnel
				errors	3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	
	Record incoming and outgoing documents	Recording of Incoming and Outgoing Documents	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately upon receipt 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Office personnel

	File documents	Efficiency of filing of documents (hard copy)	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Documents are readily accessible upon request (immediately) 4 – within 4 hours 3 – within the day upon receipt of request 2 – within 2 days 1 – after 2 days	Office personnel
	Disseminate information or communication	Dissemination of information or communication	5 – 100% of the required information 1- less than the required information	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Office personnel
	Reproduce documents	Submission of documents reproduced as requested	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Office personnel
	Provide messengerial services	Messengerial service provided to appropriate recipient on time	5 – All (100%) documents delivered 1– below the total number of documents required/ needed to be delivered		5– immediately 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	GSO personnel Office personnel

				2-with 3 errors 1 – with 4 or more errors		
		Updating the website (press releases, announcements, important data/info)	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – daily 4 – 4 days in a week 3 – 3 days in a week 2 – 2 days in a week 1 – 1 day in a week	Office personnel (administrator)
		Submission of announcements, or data or information to update	5 – 100% of the required documents	5- no error 4- with 1 error 3 – with 2 errors	5 – Submits documents within 3 or more days before the due date	Campus PIM Coordinators, Contributors

		website as required	1-less than the required documents	2-with 3 errors 1 – with 4 or more errors	4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	
		Submission of press releases to update the website	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day after the event 4 – 2 days after the event 3 – 3 days after the event 2 – 4 days after the event 1 – 5 days or more 2	Campus PIM Coordinators, Contributors

		System development	5 -100% completion of the project phase based on the proposal 1-below 100%		5 – 2 weeks before the due date 4- 1 week before the due date 3 – on due date (based on the project timeframe) 2-1 week after the due date 1-2 or more weeks after the due date	Programmer				
	Generate data and reports	Generation of data and reports as required	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Office personnel				
	Monitor/Evaluate Operations <ul style="list-style-type: none"> • MIS • Strategic Performance Management System (OPCR/IPCR) • ARTA • SALN • GAD 	Operations (indicate the operation monitored/evaluated) monitored/evaluated as scheduled <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">a) MIS</td> </tr> <tr> <td style="text-align: center;">b) SPMS-OPCR</td> </tr> <tr> <td style="text-align: center;">c) SPMS - IPCR</td> </tr> <tr> <td style="text-align: center;">d) Citizens' Charter</td> </tr> </table>	a) MIS	b) SPMS-OPCR	c) SPMS - IPCR	d) Citizens' Charter	5 – submitted complete data/ information 1 - incomplete	5 – excellent results and no mistakes 4 – one or two minor errors and/ or has very good results 3 – three or more minor errors and/or has acceptable results 2 – one major error or	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days	Concerned personnel incharge in monitoring the specified operations: <ul style="list-style-type: none"> - MIS - OPCR (DPIM, Campus PIM) - IPCR (HRD, Campus HRD) - Citizens'
a) MIS										
b) SPMS-OPCR										
c) SPMS - IPCR										
d) Citizens' Charter										

	□ OJT	e) SALN f) GAD g) OJT		deficiency 1 – unacceptable result or careless/haphazard execution of work	after due date	Charter (HRD, Campus HRD) - SALN (HRD, Campus HRD) - GAD (GAD Focal Person, GAD coordinators) - OJT (Faculty assigned)
	□ Ocular inspection/ Site visitation (Infra projects, IGP, etc.)	Submission of site visit report on deadline			5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Office personnel
	Provide administrative support • Attendance • Certificates • Directory	Preparation of materials for provision of administrative support on deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 –5 days before the scheduled activity 4 – 4 days before the scheduled activity 3 – 3 days before the scheduled activity 2 – 2 days before the scheduled activity 1 – 1 day before the scheduled activity	Office personnel
	□ Payment/liquidation	Submission of liquidation documents or documents for payment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 –3 or more days before the deadline 4 – 1 to 2 days before the deadline 3 – on the deadline 2 – 1 to 2 days after the deadline 1 – 3 or more days after the deadline	Office personnel concerned

	<ul style="list-style-type: none"> Venue Catering Lodging arrangements 	Transmittal and confirmation of request forms within 2 working days before the scheduled activity		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more	5 –5 days before the scheduled activity 4 – 4 days before the scheduled activity 3 – 3 days before the	Office personnel
				errors	scheduled activity 2 – 2 days before the scheduled activity 1 – 1 day before the scheduled activity	
	<input type="checkbox"/> Coordinate with participants	Confirmation of participants			5 –5 days before the scheduled activity 4 – 4 days before the scheduled activity 3 – 3 days before the scheduled activity 2 – 2 days before the scheduled activity 1 – 1 day before the scheduled activity	Office personnel
	Review, check and sign documents	Acted upon documents/ requests			5 –immediately or within the day 4 – within 2 days 3 – within 3 days 2 – within 4 days 1 – within 5 days and above	

2 UNIQUE FUNCTIONS

MFO/PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures in terms of Quantity, Quality, and Timeliness			Responsible Individual
			Quantity	Quality	Timeliness	

General Administration and Support Services	IFSU Policy <input type="checkbox"/> Develop, Review/Update policies	Review/Updating of policies within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Assigned personnel
	<input type="checkbox"/> Prepare guidelines	Submission of guidelines within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Assigned personnel
	<input type="checkbox"/> Promulgate board/policy resolutions and forge MOU/MOA	Promulgation of Board Resolutions within set schedule Forging of MOU/MOA within set schedule		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Office Personnel (OUBS, etc.)
	<input type="checkbox"/> Prepare plans (Strategic Development Plan)	Preparation of strategic development plan within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	DPIM personnel

	<input type="checkbox"/> Prepare Internal Administrative Plan (OPCR, Financial Plan, HRD Plan, APP, GAD Plan, PWD, etc.)	Preparation of internal administrative plans within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Concerned office personnel
	<input type="checkbox"/> Prepare Agency Budget Proposal/ Estimate Plan	Submission of Agency Budget within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Budget office personnel
	<input type="checkbox"/> Develop, Review, and or Update IFSU Materials >Learning System Materials >Operations Manual, > Training Handouts, >Presentation Materials, >Assessment Criteria, >Online Program, >Information	Development, Review, Updating of IFSU Materials within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Concerned personnel
	Materials					
	<input type="checkbox"/> Legal Pleadings and Forms	Development of legal documents within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline	Legal Office/CAO personnel

					2 – 1 to days after deadline 1 – 3 or more days after deadline	
	Provide General Services	Trip tickets prepared on set deadline per existing policy guidelines			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	GSO personnel
		Driving service provided		Client Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor Note: Client rating shall be submitted to the supervisor (i.e. GSO Director)	5– arrives at the departure place on time 4– delayed arrival for 5 minutes 3 – delayed arrival for 6-10 minutes 2 – delayed for 11-15 minutes 1 – delayed for more than 15 minutes	GSO personnel
		Registration of vehicles per government regulations; Properties and equipment insured	5 – All (100%) vehicles/properties and equipment registered 1– below the total number of vehicles/properties and equipment required/ needed to be registered		5 – 3 or more days before expiration 4 – 1 to 2 days before expiration 3 – on expiration of insurance/registration 2 – 1 to days after expiration 1 – 3 or more days after expiration	GSO personnel Supply/BAC personnel

		Repair of electrical facilities/ outlets of buildings	5 – All (100%) requests for repair acted upon 1– Some requests not acted upon		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline	
					1 – 3 or more days after deadline	
		Maintenance of sounds/ lighting	5 – All (100%) 1– not all facilities maintained	Supervisor’s rating: 5– Excellent 4– Very Satisfactory 3-Satisfactory 2-Unsatisfactory 1-Poor	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	
	Provide Lodging and Accommodation Services	Dormitory accommodation/lodging service provided - Personal care and assistance provided to the guests		Client’s Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor		Lodging and accommodation personnel
	Provide procurement service (Supply Office, Finance, BAC Office)	Procurement documents prepared	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply Office personnel

		Inspection of procured materials/equipment	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply Office personnel BAC
		Delivery/Issuance of supplies and equipment to requesting office/personnel or Notification given	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply Office personnel
		Bidding documents prepared	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors	5 – 3 or more days before deadline 4 – 1 to 2 days before	Supply, Finance, BAC personnel
				2-with 3 errors 1 – with 4 or more errors	deadline 3 – on set deadline per RA 9184 2 – 1 to days after deadline 1 – 3 or more days after deadline	
		Procurement record maintained and updated - Acknowledgement receipt of equipment - Inventory custodial slip - Property/Stock cards - Insurance of properties	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply, BAC personnel

		Unserviceable Property disposed of per applicable prevailing rules and regulations within set deadline	5 – 100% (All) 1 –less than 100%	NA	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3– on set deadline 2– 1 to days after deadline 1– 3 or more days after deadline	Supply office personnel
	Provide Human Resources Services (HRD Office)	HR Services provided within set deadline				
		<input type="checkbox"/> Recruitment and selection				HRD personnel
		- Job vacancy posted	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – with 2 errors 2 – with 4 errors 1 – with 5 errors	5 – within the day of receipt of approved request for hiring for COS or go signal from authorities for plantilla positions 4 – within 2 days 3 – within 3 days 2 – within 4 days 1 – beyond 4 days	HRD personnel
		- Evaluation of application papers	5 – complete 1 – incomplete	5 – Accurate 4 – with 1 error 3- with 2 errors 2 – with 3 errors	5 – within 5 working days after set deadline of submission 4 – within 6 days	HRD personnel
				1 – with error	3 - within 7 days 2 – within 8 days 1 – beyond 8 days	
		- Submission of application papers to the HRD from the campus	5 – complete 1 – incomplete		5 – 1 day after set deadline of submission 4 – 2 days after set deadline 3 – 3 days after set deadline of submission 2 – 4 days after set deadline 1 – beyond 4 days	

		- Administration of exams	5 – complete 1 – incomplete	5 – Accurate 4 – with 1 error 3- with 2 errors 2 – with 3 errors 1 – with 4 error	5 – within 3 working days after evaluation of documents 4 – within 4 days 3 – within 5 days 2 – within 6 days 1 – beyond 6 days	
		- Written and psychological examination administered, checked, analyzed and submitted to HRD		5 – accurate 4 – with 1 error 3- with 2 errors 2 – with 3 errors 1 – with 4 error	5 – within 3 working days upon administration 4 – within 4 days 3 – within 5 days 2 – within 6 days 1 – beyond 6 days	Guidance office personnel HRD Personnel/ department/Office Concern
		- Conducted job interview			5 – within 1 week after receipt of exam results 4 – within 1 & ½ weeks 3 - within 2 weeks 2 – within 2 & ½ weeks 1 – beyond 2 & ½ weeks	HRD personnel
		- Comparative assessment result	5 – complete 1 – incomplete	5 – no error 4 – 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – within 1 working days upon receipt of all exam & interview results 4 – within 2 working days 3 – within 3 working days 1 – beyond 3 working days	HRD personnel
		- Background investigation conducted			5 – 1 working day after finalization of CAS 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – beyond 4 working days	

		- Preparation of appointment / COS documents with 5 working days	5 – complete 1 – incomplete	5 – no error 4 – 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – 3 working days after receipt of complete requirements from the appointee for plantilla positions/approved request for COS 4 – 4 working days 3 – 5 working days 2 – 6 working days 1 – beyond 6 working days	HRD personnel Campus HR
		☐ Employee welfare programs and services provided - Retirement benefits - Monetization	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 3 working days upon receipt of approved request 4 - 4 working days 3 – 5 working days 2 – 6 working days 1 – beyond 6 working days	HRD personnel Personnel In-charge
		- Facilitation of loan	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 1 working day upon receipt of approved request 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – 5 working days	Administrative Personnel HRD Personnel
		- Implementation of CNA	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – within 2 working days after go signal from authorities 4 – within 3 days 3 – within 4 days 2 – within 5 days 1 – beyond 5 days	Finance Personnel Administrative Personnel

		- Implementation of PRAISE	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints	5 – As scheduled 4 - 1 month after schedule 3 – 2 months after schedule 2 – 3 months after schedule 1 – 4 months beyond schedule	Finance Personnel HR Personnel PRAISE Committee
				1 – seven or more complaints		
		- Mutual Aid	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 2 working days from receipt of notice 4 – 3 working days 3 – 4 working days 2- 5 working days 1 – beyond 5 working days	Finance Personnel Administrative Personnel
		- Employees' lodging		5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 2 working days from receipt of notice 4 – 3 working days 3 – 4 working days 2- 5 working days 1 – beyond 5 working days	Campus Director
		- Health and wellness programs	5 – complete (all health and wellness programs implemented) 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 –	5 – within schedule 4 – 1 month after schedule 3 – 2 months after schedule 2 – 3 months after schedule 1 – beyond 4 months after schedule	HRD personnel of all campuses

				seven or more complaints		
		<input type="checkbox"/> Personal records are updated and maintained upon the receipt of needed documents (processing) <ul style="list-style-type: none"> - PSIPOP - 201 Files - Leave/COC - Credit/Balance - Service Record 	5 – complete 1 – incomplete	5 – no error 4 – 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – 1 working day 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – beyond 4 working days	HRD personnel
		- Payroll	5 – complete	5 – accurate	5 – 1 working day	Finance department
		(includes NOSI, NOSA)	1 – incomplete	4 – with 1 revision 3 – 2 revisions 2 – 3 revisions 1 – more than 3 revisions	4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – more than 3 working days	
		- Submission of DTRs to Finance Office	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – on set deadline 4 – 1 working day after set deadline 3 – 2 working days 2 – 3 working days 1 – beyond 3 working days	HRD personnel

		- Checking/Evaluation of DTRs of employees on COS		5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – immediately (within 1 hour 4 – within 2 hours 3 – within 3 days 2 – within 4 hours 1 – beyond 4 hours	HRD personnel
		- Submission of DTRs of the Campus to University HRD	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – on set deadline (2 weeks before deadline of submission to Finance by university HRD) 4 – 1 week before deadline of submission to finance by HRD 3 – 3 days before deadline of submission to Finance 2 – 2 days 1 – 1 day	Campus HR
		<input type="checkbox"/> Capability Building programs provided - Learning Needs Analysis conducted as scheduled	5 – 100% of employees 4 – 75% of employees 3 – 50% of employees 2 – 25% of employees 1 – below 25% of employees		5 – before set deadline 4 – within set deadline 3 – 1 month after set deadline 2 – 2 months after set deadline 1 – 3 months after set deadline	HRD personnel of all campuses
		- Participants identified for training programs local	5 – complete 1 – incomplete		5 – within 2 working days 4 – within 3 working days 3 – within 4 working days 2 – within 5 working days	HRD personnel
		and foreign			1 – beyond 5 working days	

		<input type="checkbox"/> Career Pathing - Prepare survey instrument	5– complete 1– incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-3 or more days before deadline 4-1 to 2 days before deadline 3– on set deadline 2 – 1 to 2 days after deadline 1-3 days or more after deadline	HRD personnel, Campus HRD personnel
	Finance					
	Liquidation of Cash Advances					
	Prepare and Submit Liquidation Reports	Sign liquidation reports			5– immediately 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/ Accounting Personnel
		Monitor liquidation of cash advances	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/ Accounting Personnel
		Prepare and Submit liquidation reports to COA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/ Accounting Personnel
	Purchase Orders					

		Review purchase order under GF/STF	5 – complete 1 – incomplete		5– immediately 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Sign Funds Availability on			5– immediately Upon	Finance department/

		Purchase Orders			receipt of POs/SDs 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	
	Vouchers					
		Sign cash availability on voucher (Box b)			5 – immediately upon receipt of DVs/Ors/SDs/payroll 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
	Prepare sign, and number vouchers	Prepare voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately upon receipt of complete SDS 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Sign cash availability voucher (Box b)			5 – immediately upon receipt of DVs/Ors/SDs/payroll 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/

		Prepare monthly vouchers	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
		Prepare STF Journal Entry Vouchers (in DVs)		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately upon receipt 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Voucher numbering		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors	5 – immediately upon receipt 4 – within 3 to 5 minutes 3 – within 6-10 minutes	Finance department/
				1 – with 4 or more errors	2 – within 11-15 minutes 1 – after 15 minutes	
		Sign of LDDAP			5 – immediately upon receipt LDDAP/ADA 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Sign SLIAE			5– immediately Upon receipt of LDDAP/ADA 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/

		Sign Advice of Checks issued and Cancelled (ACIC)			5- immediately Upon receipt 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare JEV per transaction	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately Upon receipt 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Prepare Check Disbursement and General Journals	Prepare Check Disbursement and General Journals	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/
		Prepare Ledgers (GL & SL)	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/

		Prepare Monthly and Quarterly FS	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/
		Prepare ADA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately Upon receipt of LDDAP 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare Bank Reconciliation Statement (STF, GF Special and Regular) for the months	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after Finance department/ deadline	Finance department/
	Preparation of :					
	- Total assessment per year	Prepare the form/document/report on due date	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/

	- Subsidiary ledger of CHED, TEAP, TESAP and other scholarships	Prepare the form/document/report on due date	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	- Safe loan receivable	Prepare the form/document/report on due date	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Maintain and update contractor's folders/subsidiary ledgers	Contractor's record updated	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt of DVs/ORs/SDs/Payroll 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Payment of salaries of student assistants	Paid salaries of student assistants	5 – complete 1 – incomplete		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Issuance of:					
	- Clearance forms to students	Issued clearance forms of students on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/

	- Test permit	Issued test permits of students on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	- Statements of Accounts	Issued statement of accounts of students on		5- no error 4- with 1 error 3 – with 2 errors	5- immediately upon request 4– 1-2 minutes	Finance department/
		time		2-with 3 errors 1 – with 4 or more errors	3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	
	- Assessment	Issued assessment forms of students on time		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	- Billing and Enrolment	Issued billing and enrolment of students on time		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	Remittances:					
	<input type="checkbox"/> Withholding Taxes non-TRA	Remitted withholding taxes-non TRA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/

	☐ Withholding Taxes TRA	Remitted withholding taxes-TRA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Prepare BIR Forms 2316 (Employees Certificate of Compensation Withholding Tax)	Prepared BIR forms 2316 on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 1-5 minutes per employee 4 – within 6-10 minutes 3 – within 11-15 minutes 2 – within 16-20 minutes 1 – after 20 minutes	Finance department/
	☐ GSIS	Remitted GSIS contributions	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Prepare Alpha List with voucher	Prepared Alpha List with voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors	5 – immediately after the payroll is processed 4 – 2-3 hours	Finance department/
				2-with 3 errors 1 – with 4 or more errors	3- 4 hours 2- 5 hours 1 – beyond 5 hours	
	☐ PAG-IBIG	Remitted PAGIBIG contributions	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/

	- Prepare Alpha List with voucher	Prepared Alpha List with voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/
	☐ PHILHEALTH	Remitted PHILHEALTH contributions	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Prepare Alpha List with voucher	Prepared Alpha List with voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/
	☐ Salaries					
	-Prepare Payroll	Prepared payroll on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	-Payroll Register	Prepared payroll register on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/

	Payment of:					
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	□ IGP	Payment made for IGP	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	□ Trust Fund	Payment made for Trust Fund	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Prepare Bank Reconciliation	Bank reconciliation prepared	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Submit vouchers to COA	Submission of vouchers to COA on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Sign Box B of ORS	Sign/approves ORs on time			5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Present of 2017 Budget Proposal to ADCO	Presented Budget Proposals to ADCO	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/

	Prepare Forward Estimates, TIER 1 and TIER 2	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors		Finance department/
				1 – with 4 or more errors		
	Submit 2017 Budget Proposal to President ready for ADCO	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Submit 2017 Budget Proposal to NEDA and DBM	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Online Submission of BEDS to DBM thru the Unified Reporting System	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Prepare Monthly updated salary loan schedule	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/

	Numbering of NORSA	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Reconciliation of Obligations (Budget) to Accounting (Disbursements)	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Preparation BURs	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Fund ceiling on PR		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Cash Section					
		Issue official receipts per student	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/

		Deposit collected fees	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately (within 1 hour upon receipt of DVs) 4 – within 2 hours 3 – within 3 days 2 – within 4 hours 1 – beyond 4 hours 1 hour	Finance department/
		Prepare LDDAP-ADA database	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon receipt of SLIIAE 4- -5-15 minutes 3- 16-30 minutes 2- 31-45 1 45 minutes and beyond	Finance department/
		Sign ADA			5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare SLIIAE		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon receipt of SLIIAE 4- -5-15 minutes 3- 16-30 minutes 2- 31-45 1 45 minutes and beyond	Finance department/
		Sign advice of LDDAP- ADA		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Sign of advice of checks issued			5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/

		Update Cash books	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/
		Prepare and sign check		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare RCIs & Accountable forms	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Satellite Campuses – Finance Section					
	<input type="checkbox"/> Submit Collection Report	Report collection submitted monthly to Main Campus	5- submitted required report 1- no report submitted	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-submitted within 1 to 2 days 4-submitted within 3 to 4 days 3-submitted within 5 working days 2-within 6 to 7 working days 1- beyond 7 working days	Cash Section personnel (Satellite Campus)
	<input type="checkbox"/> Prepare Test Permit	Test permits prepared	5 – complete	5 – accurate	5-5 or more days before	Personnel in-charge

		before examination date	1 – incomplete	4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	examination date 4-within 3 to 4 days before examination date 3-within 1 to 2 days before the examination date 2-on the day of examination 1-after the exam date	(Satellite Campus)
	<input type="checkbox"/> Verify student accounts before signing of clearance	Verified student accounts before signing of clearance	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-within 3 minutes per student 4-within 4 to 5 minutes per student 3-within 6 to 8 minutes per student 2-within 9 to 12 minutes 1-beyond 12 minutes	Personnel in-charge (Satellite Campus)
	<input type="checkbox"/> Prepare billing statement of scholars	Prepared billing statement within 5 days upon receipt of final list	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Personnel in-charge (Satellite Campus) Finance personnel incharge
	Information Services (DPIM)					
	<input type="checkbox"/> Prepare, disseminate, and publish press releases	Press releases prepared, disseminated and published quarterly	5 – 130% and above targeted press releases 4– 115% to 129% 3– 100% to 114% 2– 51% to 99% 1-50% and below	5– no revision 4– one revision 3– two revisions 2– three revisions 1– four revisions or more	5– 3 or more days before the deadline 4 – 1 to 2 days before the deadline 3– on the deadline 2-1 to 2 days after the deadline 1-3 or more days after the deadline	DPIM personnel
	Enrolment/Registration					

	<input type="checkbox"/> Facilitate enrolment processes	100% of Enrolment form filled out correctly upon enrolment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Registrar’s office personnel College Deans, Chairpersons Guidance office personnel
	<input type="checkbox"/> Encode Grading	100% Grading Sheet are		5- no error	5 -GS receive & encoded 5	Registrar Office personnel
	Sheets submitted by professors	encoded in the SIAS		4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	days after the exam 4-GS received and encoded 6 days after the exam 3- GS received and encoded 7 days after exam 2-GS received and encoded 8 days after exam 1 – GS receive and encoded 9 days and above after exam	
	<input type="checkbox"/> Evaluate Grades and documents of graduating students	Graduating Students are evaluated on scheduled date		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- evaluate student in 5 minutes 4-evaluated students in 6 to 10 minutes 3- evaluated students in 11-15 minutes 2-evaluated students in 16 to 20 minutes 1 – evaluated beyond 20 minutes	Registrar Office personnel
	<input type="checkbox"/> Prepare and issue certificate of:					
	a. Grades:	Prepared and issued certificate of grades		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel

	b. Enrolment	Prepared and issued certificate of enrolment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	c. Earned Units;	Prepared and issued certificate of earned units		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt	Registrar Office personnel
					2 – within 3 days after 1 – more than 4 days	
	d. General Weighted Average (GWA)	Prepared and issued certificate of GWA		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	e. Certification, Authentication, and verification (CAV) – for Red ribbon of School credentials;	Prepared and issued certificate of CAV		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel

	f. Undertaking:	Prepared and issued certificate of undertaking		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	g. Graduation	Prepared and issued certificate of graduation		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	<input type="checkbox"/> Verifications of student's records requested by other agencies	Students' records verified as requested by other agencies		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	<input type="checkbox"/> Generation of reports on enrollment,	Accuracy of the reports		5- no error 4- with 1 error	5 – within the day of receipt of request	Registrar Office personnel
	graduation data for internal use			3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	

	<input type="checkbox"/> Authentication of TOR and Diploma	TOR and diploma authenticated		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	<input type="checkbox"/> Encoding and printing of class schedule	100% class schedule are encoded and printed for distribution to Deans		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
	<input type="checkbox"/> Evaluate required enrolment documents	100% of enrolment documents accepted are complete and correct upon receipt		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar’s office personnel College Deans, Chairpersons Guidance office personnel
	<input type="checkbox"/> Facilitate enrolment processes	100% of Enrolment Form filled out correctly upon enrolment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	NA	Registrar’s office personnel College Deans, Chairpersons Guidance office personnel
	Library Services					
	<input type="checkbox"/> Purchasing of books	Purchased books according to specifications	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below	5– no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors		Library personnel

	<input type="checkbox"/> Subscription of periodicals/e-journals	Submission of request for subscription of periodicals/ e-journals	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below			Library personnel
	<input type="checkbox"/> Cataloguing, classifying and inputting of books in the library database	Catalogued, classified, and inputted books in the library database	5– 100% of the materials properly catalogued, classified and inputted 1-below 100%	5– no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Library personnel
	<input type="checkbox"/> Download e-journals and prepared hard and e-copy	Downloaded e-journals and prepared hard and ecopy	5– 100% of the materials properly catalogued, classified and inputted 1-below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Library personnel
	<input type="checkbox"/> Inventory of library resources	Library resources inventoried	5– 100% of the materials properly catalogued, classified and inputted 1-below 100%			Library personnel
	<input type="checkbox"/> Linkaging for library resources	MOUs/MOAs signed for library resources within the rating period	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below			Library personnel
	<input type="checkbox"/> Issue library borrowers' card	Library borrowers' card issued to clients/customers	5-100% of freshmen and transferees 1-below 100%		5-immediately 4-within 5 minutes 3-within 10 minutes 2-within 15 minutes 1-after 15 minutes	Library personnel

	☐ Orient freshmen on library rules	Freshmen oriented on library rules	5-100% of information given 1- below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline	
					2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	
	☐ Manage promotional activities	Promotional activities provided within the rating period	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Library personnel
	☐ System development for library services	Submission of proposal for system development			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more	Library personnel
	☐ Monitor library entry of students and clients	Monitoring of library users	5-100% of library users monitored 1-below 100%	5– no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5 – daily 4 – 1 to 2 days before deadline 3 – daily 2 – 1 to 2 days after deadline 1 – 3 or more	Library personnel

	<input type="checkbox"/> Library reference assistance/ guidance	Request for assistance on borrowing of materials acted upon		Client's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	5 – within 1- 3 minutes upon receipt of the request 4-within 4-5 minutes 3-within 6-8 minutes 2-within 9-10 minutes 1-after 10 minutes	Library personnel
	Student Services and Development <input type="checkbox"/> Guidance and Counseling services	Career placement: Activities for career placement conducted	5-Graduating students from all (100%) of the programs 1-below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		Students for counseling		Client's Rating:	5 – 3 or more days before	DSSD personnel
		served on time		5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	
	<input type="checkbox"/> Student housing services	Submission of request or proposal for improvement of student housing services		Client's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel

	<input type="checkbox"/> Student publication	Distribution of student paper	5-100% of the student population and major offices given copies of the publication 4-90-100% of the population given copy of the publication 3-75%to 89% of the student population 2-50 to 74% of the student population 1-less than 50%	Client's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline (1 week before the final exam of the graduating class) 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
	<input type="checkbox"/> Services to Student organizations	Activities conducted for the student organizations	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
	<input type="checkbox"/> Scholarship Services	Submission of monitoring report from the monitoring activities			5 – 3 or more days before deadline 4 – 1 to 2 days before	DSSD personnel
					deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	
	<input type="checkbox"/> Alumni affairs	Coordination with partneragencies/individuals for student scholarship	5-100% of partneragencies/individuals for scholarship 1-below 100%			DSSD personnel

		Updating of Alumni directory (based on the completed tracer study)	5-95-100% of the graduates traced 1-below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
	Socio-Cultural Services <input type="checkbox"/> Performing Arts and Literary groups	Presented cultural shows to school and outside activities			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
	<input type="checkbox"/> Competition	Selected performers for Regional/National competition			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		Socio-cultural competitions participated in a year	5-130% and above the targeted number of competitions 4-115-129% 3-100-114% (3-		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline	DSSD personnel

			local, regional, national) 2-51-99% 1-50% and below		1 – 3 or more days after deadline	
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		Number of participants	5-100% of the selected participants 1- below 100%			
	<input type="checkbox"/> Museum	Promoted the museum	5-130% and above the target on the number of guests/visitors 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		Preserved/Maintained artifacts	5-100% of the artifacts collected preserved and maintained 1- below 100%			DSSD personnel
		New artifacts collected	5-130% and above the target on the number of guests/visitors 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
	PE & Sports Local Competition					
	<input type="checkbox"/> Athletic Meets	Athletic competitions participated in a year	5-130% and above the targeted number of competitions 4- 115-129% 3-100-114% (3local, regional, national) 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Director, Coach, Coordinator

		Conduct try-outs and			5 – 3 or more days before	Director, Coach,
		trainings:			deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Coordinator
		Place in the competitions: a. regional		5-1 st place in the event 4-2 nd place 3-3 rd place 2-4 th place 1-5 th place and above		Director, Coach, Coordinator
		b. national		5-1 st place in the event 4-2 nd place 3-3 rd place 2-4 th place 1-5 th place and above		Director, Coach, Coordinator
	NSTP/ROTC <input type="checkbox"/> ROTC Trainings	Conduct training activities	5-130% and above the targeted number of outreach programs 4-115- 129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NSTP director, coordinator, instructors

	☐ Outreach programs	Conduct outreach programs	5-130% and above the targeted number of outreach programs 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NSTP director, coordinator, instructors
	☐ Tree-planting activities	Conduct of tree-planting activities	5-130% and above the targeted number of treeplanting activities 4-115-129%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline	NSTP director, coordinator, instructors
			3-100-114% 2-51-99% 1-50% and below		2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	
	Quality Assurance <ul style="list-style-type: none"> • Rationalization of programs • Curricular development • Accreditation of programs 	Coordinated accreditation schedules	5-130% and above the targeted number 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	VPAA, QAO director, dean, campus director, coordinator, program chairperson
		Submission of proposals for curricular review, revision, and development	5-100% of the projects inspected/monitored 1-below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	VPAA, QAO director, dean, campus director, coordinator, program chairperson

	<input type="checkbox"/> Licensure examination	Activities to improve performance in licensure examination conducted	5-130% and above the targeted number 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	VPAA, QAO director, dean, campus director, coordinator, program chairperson
	NBC Zonal Center Services <input type="checkbox"/> Review/Evaluation of CCE Documents	Review/Evaluation of CCE documents 3 months after receipt			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NBC Zonal Center personnel
	<input type="checkbox"/> Review/Evaluation of QCE documents	Review/Evaluation of QCE documents 2 months after receipt			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline	NBC Zonal Center personnel
					3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	
	Infra and Site Development <input type="checkbox"/> Construction of infra projects	Prepare program of works of infra projects			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel

		Monitor/Inspect	5-100% of the projects inspected/monitored 1-below 100%	5-project is in accordance to specification 1-with back job	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel
	<input type="checkbox"/> Rehabilitation of existing infrastructure	Prepare program of works of infra projects			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel
		Monitor/Inspect	5-100% of the projects inspected/monitored 1-50% and below	5-project is in accordance to specification 1-with back job	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel
	DPIM-ICT Services <input type="checkbox"/> Development of system/program	Submitted proposal for system development	5-130% and above the targeted		5 – 3 or more days before deadline	DPIM Personnel
			number 4-115-129% 3-100-114% 2-51-99% 1-50% and below		4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	

	☐ Maintenance of Computers and Softwares	Updated and maintained software	5-100% of computers and softwares 1-below 100%	5-functional 1-non-functional		DPIM Personnel
		Response to requests for repairs	5-100% of requests 1-below 100%	Client satisfaction rating: 5-outstanding 4-very satisfactory 3-satisfactory 2-unsatisfactory 1-poor	5-within 1 day 4-within 2 days 3-within 3 days upon receipt of request 2-within 4 days 1-after 4 days and above	DPIM Personnel
	☐ Maintenance of Internet Connectivity	Response to request to troubleshoot internet connectivity	5-100% of requests 1-below 100%	Client satisfaction rating: 5-outstanding 4-very satisfactory 3-satisfactory 2-unsatisfactory 1-poor	5-within 1 day 4-within 2 days 3-within 3 days upon receipt of request 2-within 4 days 1-after 4 days and above	DPIM Personnel
	Internal Control Unit ☐ Implementation of Auditing rules and policies	Recommendations submitted for consideration in relation to implementation of auditing rules and policies	5-100% 1-below 100%		5-within 1 day 4-within 2 days 3-within 3 days upon receipt of request 2-within 4 days 1-after 4 days and above	ICU personnel
		Auditing/Assessment of financial transactions	5-100% of documents of financial transactions acted upon 1-below 100%	5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-within 1 day 4-within 2 days 3-within 3 days upon receipt 2-within 4 days 1-after 4 days and above	ICU personnel
	Income Generating Projects ☐ Management of IGPs	Submitted proposal for IGP	5-130% and above the targeted number 4-115-129% 3-100-114% 2-51-99%		5-within the rating period 1-beyond the rating period	IGP personnel

			1-50% and below			
	Executive Assistants <input type="checkbox"/> Review/Assess communication for the President's action	Accuracy of the assessment of the communication given to the President for action		5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors		EA personnel
	Medical-Dental Services					
	<input type="checkbox"/> Provide health services	Physical examination conducted	5-100% of health services 1-below 100%	5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-Immediately responded to patients 1-Delayed response	Physician
		Assisted in physical examination	5-100% of health services 1-below 100%	5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-Immediately responded to patients 1-Delayed response	Nurse/staff
		Provided medical services on BP monitoring, first aid, etc.	5-100% of clients 1-below 100%	5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-Immediately responded to patients 1-Delayed response	Campus Nurse/Health services staff
	<input type="checkbox"/> Referral of patients for further management	Referred patients for further management	5-100% of clients 1-below 100%	5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-Immediately 1-Delayed response	Physician Campus Nurse/ Health services staff
	<input type="checkbox"/> Campus visitation (Physician)	Visited the campuses regularly	5-100% of clients 1-below 100%		5-within the rating period 1-beyond the rating period	

	<input type="checkbox"/> Supervision of general cleaning activities of the campus	Cleaning activities initiated, coordinated and supervised			5-within the rating period 1-beyond the rating period	Assigned Campus Nurse/ Health services staff
	<input type="checkbox"/> Regular water treatment	Water in the campus regularly treated	5-100% of clients 1-below 100%	5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-within the rating period 1-beyond the rating period	Assigned Campus Nurse/ Health services staff
	Security Services <input type="checkbox"/> Maintain peace and order	Response time to incidents			5- immediately 4-within 5 minutes	Security personnel
	<input type="checkbox"/> Secure University properties, personnel, clients, and visitors				3- within 6 – 10 minutes 2-within 11-15 minutes 1-beyond 15 minutes	
		Roving/Monitoring	5- acted upon 100% untoward incidents during time of duty 1- below 100%		5-on schedule 1-behind schedule	Security personnel
		Record incoming and outgoing vehicles, visitors/guests, documents, etc.	5-100% of clients 1-below 100%		5- immediately 4- within 5 minutes 3-within 6-10 minutes 2-within 11-15 minutes 1-beyond 15 minutes	Security personnel
		Report incidents or suspicious activities/visitors, etc.	5-100% of clients 1-below 100%	5-100% accuracy of facts/information reported 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-submitted report within the day 4-submitted report after 1 day 3-submitted report after 2 days 2-submitted report after 3 days 1-submitted report after 4 days	Security personnel

		Client satisfaction rating		5-outstanding 4-very satisfaction 3-satisfactory 2-unsatisfactory 1-poor		Security personnel
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References:

- CSC Memorandum Circular No. 6, s. 2012, “Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System” DepEd OPCR and IPCR Forms
- IFSU Strategic Development Plan 2014 – 2017, Updated December 2015
- IFSU Strategic Performance Management System, Updated 2015
- TESDA Memorandum No. 170, s. 2015, “Strategic Performance Management System Guidelines”
- TESDA Performance Standards
- Organizational Performance Indicators Framework (2009)