



Republic of the Philippines

Benquet State University

Office of the University President

27 December 2017

MR. RALPH MANCENIDO

Department of Budget and Management
Systemic Productivity Improvement Bureau
QMC Secretariat

Dear Mr. Mancenido,

This is to submit pertinent documents of the institution's accomplishments towards ISO 9001:2015 Certification. This is in line with our University's compliance to one of the 2017 Performance Based Bonus (PBB) requirements. Although we have partially complied with the requirements of having one core process, Instruction Services, ISO certified, we hope and pray for the acceptance and approval of these as compliance to PBB requirements. We give the assurance that by 2nd quarter of 2018, we shall have been given an ISO 9001:2015 Certification for our different processes.

Thank you very much.

Very truly yours,

FELICIANO G. CALORA, JR.
President



Republic of the Philippines

Benguet State University

Office of the University President

27 December 2017

CERTIFICATION

This is to certify that Benguet State University, through its designated Quality Management System (QMS) Team is currently in the process of complying with the different requirements geared towards ISO 9001:2015 Certification. The University has engaged the services of a consulting company since August, 2017 in assisting and coaching the QMS Team to effectively set up the institution's quality management system, with Instruction Services as the Core Process. To date, the University has already accomplished one half the activities of the project implementation and will execute the last two phases during the first quarter of 2018 in preparation for ISO certification.

This certification is being made in line with Benguet State University's compliance to PBB 2017 requirements.

FELICIANO G. CALORA, JR.
President



Management Consulting Co.

Inform. Perform. Transform.

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CERTIFICATION

This is to certify that **Benguet State University** is currently undertaking the execution of activities in setting up its Quality Management System based on ISO 9001:2015 Standard, and is geared towards ISO certification.

Benguet State University has engaged **Quality Plus Management Consulting Co.** in aiding the University with its expertise through consulting and training since **August 14, 2017** in order to help develop the capability of the ISO team through understanding the requirements of the international standard and coaching them on how to effectively set up the quality management system.

The University has already progressed in accomplishing activities of the first two phases of the project implementation, namely QMS Awareness & Planning (Phase 1), and QMS Design & Development (Phase 2). The last two phases will be executed by the first two quarters of 2018 towards the ISO certification process.

This certificate is issued upon request of Benguet State University this 19th day of December 2017 in Quezon City, Philippines.

Henry O. Palaca , PIE, MTM
President



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QUALITY MANUAL

Benguet State University
La Trinidad, Benguet

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Resolution No. _____

APPROVING OF THE QUALITY MANUAL AND PROCEDURES AND WORK INSTRUCTION MANUAL 2017 OF THE BENGUET STATE UNIVERSITY

WHEREAS, the Benguet State University which was a farm school in 1916, was elevated to University Status in January 12, 1986, through Presidential Decree 2010;

WHEREAS, the highest policy-making body of the Benguet State University is the Board of Regents;

WHEREAS, based on Republic Act 8292, the Board of Regents is constituted of the following: Chair- Commission on Higher Education Chairperson; Vice Chair – Benguet State University President; Members: Chair of the Senate Committee on Higher Education; Chair – Congressional Committee on Technical and Higher Education; Regional Director- national Economic Development Authority-Cordillera Administrative Region; regional director – Department of Science and Technology-Cordillera Administrative Region; Regional Director- Department of Agriculture-Cordillera Administrative Region; Two prominent citizens; President- BSU Alumni Association Federation; President – Faculty Club Federation; President – Supreme Student Government Federation;

WHEREAS, based on RA 8292, the Board of Regents meets quarterly in a year and two special meetings are allotted if the need may arise;

WHEREAS, the Board of Regents had its 4th Quarter Meeting on _____ at _____, at the _____;

WHEREAS, one of its agenda items was on the approval of the Quality Manual and Procedures and Work Instruction Manual (2017);

WHEREAS, the contents of the Manual include the following:

_____.

WHEREAS, the contents of the Procedures and Work Instruction Manual include the _____.

WHEREAS, the Board reviewed the document, and appreciated its soundness and completeness;

WHEREAS, after careful deliberation, the Board of Regents was in unison in approving the Quality Manual (2017) of the Benguet State University;


NOW THEREFORE, UPON MOTION DULY SECONDED, THIS BOARD APPROVES THE QUALITY MANUAL AND PROCEDURES AND WORK INSTRUCTION MANUAL (2017);

SO PASSED this _____

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AMENDMENT HISTORY LOG

Amendment Number	Date	Section	Amendment Details	Signature
0		All	Initial Issue	

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SECTION 1: QMS OVERVIEW

AGENCY PROFILE

As an institution of higher learning, Benguet State University has been created by law to carry out programs along instruction, research, extension and agribusiness through dynamic and responsible governance.

Benguet State University is now a century old. It started as the La Trinidad Farm School with 30 Grade V pupils in 1916. It became a University in 1986 by virtue of the Presidential Decree 2010 signed by former President Ferdinand E. Marcos in 1986. From these humble beginnings, BSU now averages an enrollment of 10,000 students every semester.

At present, the University maintains a Graduate School, the Open University, 8 colleges and 3 institutes offering seven doctorate degrees, 32 masters programs, 19 undergraduate degrees, and a number of diploma/certificate special short courses. The research and extension programs are pursued to enhance the impact of these curricular offerings as well as to help improve the livelihood and health of the communities it services. The production sector serves as a lifeline that provides additional resources to carry out various operations of the University and a sound avenue as well to showcase that the technologies generated are economically feasible, socially acceptable and environment-friendly.

Its status as a CHED-SUC-Level IV University has been mainly attributed to the majority of its programs, projects and activities having attained Level III based on the standard of the Accrediting Agency of Chartered Colleges and Universities of the Philippines, Inc. (AACCUP).

At present, the University consists of three campuses. The main campus is sprawled on 605.7855 hectare-land grant at the heart of la Trinidad, the capital town of Benguet Province, about 255 kilometers north of Manila and 5 kilometers away from Baguio City. The Buguias Campus, formerly the Buguias-Loo Polytechnic College integrated to the University in 2001, is 81 km away from the La Trinidad Campus while Bokod Campus, formerly the Benguet School of Arts and Trades integrated in 2001, is 51 km. away.

The University is governed by a Board of Regents whose composition as the policy-making body is made up of CHED Chairperson/Representative as Chair, the University President as Vice Chair, and the following as members: legislators both from upper and lower houses, Regional Directors of Government Line Agencies, prominent private citizens, federated faculty representative, federated supreme student government representative, and an alumni representative.





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SYSTEM OVERVIEW

Benguet State University started its ISO initiatives after a team assigned by the then President attended a "Training Workshop on ISO 9001:2008/GQMSS Requirements and Documentation conducted by the Development Academy of the Philippines (DAP) in September 2009. After a series of meetings, it was decided that the University will have its **Instruction Services** certified. With technical guidance from the DAP, the BSU ISO Team then proceeded with the documentation of the Quality Management System (QMS) and the conduct of various trainings and cascading sessions to prepare the Process Owners and other University personnel for the certification. Third party auditing was not able to push through though.

This 2017, the University is bent on having its various processes ISO certified through ISO 9001:2015. With Instruction Services as the Core Process and all other processes in the University as Support Processes, trainings have been undertaken through the technical guidance of Quality Plus, a Management Consultancy Company. Documents have been prepared by the BSU ISO Team.

1. Quality Manual

This Quality Manual defines and clarifies policies, systems, and procedures adopted to implement and continuously improve the Benguet State University's Quality Management System (QMS).

This Quality Manual, together with associated documents mentioned hereto, aims to:

- describe the basic elements of the QMS of Benguet State University and serve as reference in its implementation and continuous improvement;
- inform all stakeholders so as to enable them to participate in the implementation of the QMS in the institution;
- serve as reference for newly hired personnel.


The aforementioned manual contains sections on QMS overview (Section 1), Company Statements (Section 2), Organization (Section 3), and Business Process (Section 4).

2. Documents of Process Owners for the Core and Support Processes

- SIPOC Diagram
- QMS Plan (KPIs)
- Process Description
- List of Related Procedures

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3. Additional Documentation Requirements of ISO 9001:2015

- a. Knowledge Management
- b. Change Planning and Control
- c. Control of Documented Information

SECTION 2: COMPANY STATEMENTS

VISION AND MISSION

VISION STATEMENT

A premier university delivering world-class education that promotes sustainable development amidst climate change.

MISSION STATEMENT

To provide quality education to enhance food security, sustainable communities, industry innovation, climate resilience, gender equality, institutional development and partnership.

CORE VALUES

Student-centered
Leadership
Integrity
Diversity
Efficiency
Service

QUALITY POLICY

Bringing Service with Utmost Quality and Dedication is our Commitment

STRATEGIC OBJECTIVES


Goal 1: To develop proactive programs to ensure relevant quality education

Objectives:

1. To benchmark curricular and co-curricular programs with national and international standards
2. To develop alternative learning experiences to enhance skill that match industry needs

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3. To develop innovative and relevant curricular and co-curricular programs
4. To enhance proactive student welfare and development programs

Goal 2: To develop proactive programs for quality service

Objectives:

1. To enhance relevant human resource development programs
2. To develop effective and efficient innovative platforms for cascading information
3. To enhance and develop employee welfare programs

Goal 3: To enhance responsive systems and procedures for transparent institutional development

Objectives:

1. To enhance and develop innovative financial management system
2. To ensure transparency in all transactions in the university
3. To ensure inclusive and consultative decision making

Goal 4: To develop relevant and gender sensitive research and extension programs for institutional development, sustainable communities, climate resilience, industry innovation, and partnership

Objectives:

1. To develop relevant multimedia tools in disseminating technology, knowledge and information generated from RDE programs
2. To develop relevant RDE activities that will address current problems and support cultural advocacy
3. To partner with strategic local, regional, national and international entities


Goal 5: To strengthen and expand public-private partnerships

Objectives:

1. Sustain and pursue functional University relations with the alumni and other organizations both in the government and non-government entities
2. To strengthen linkage among academe, industries, LGUs and the community

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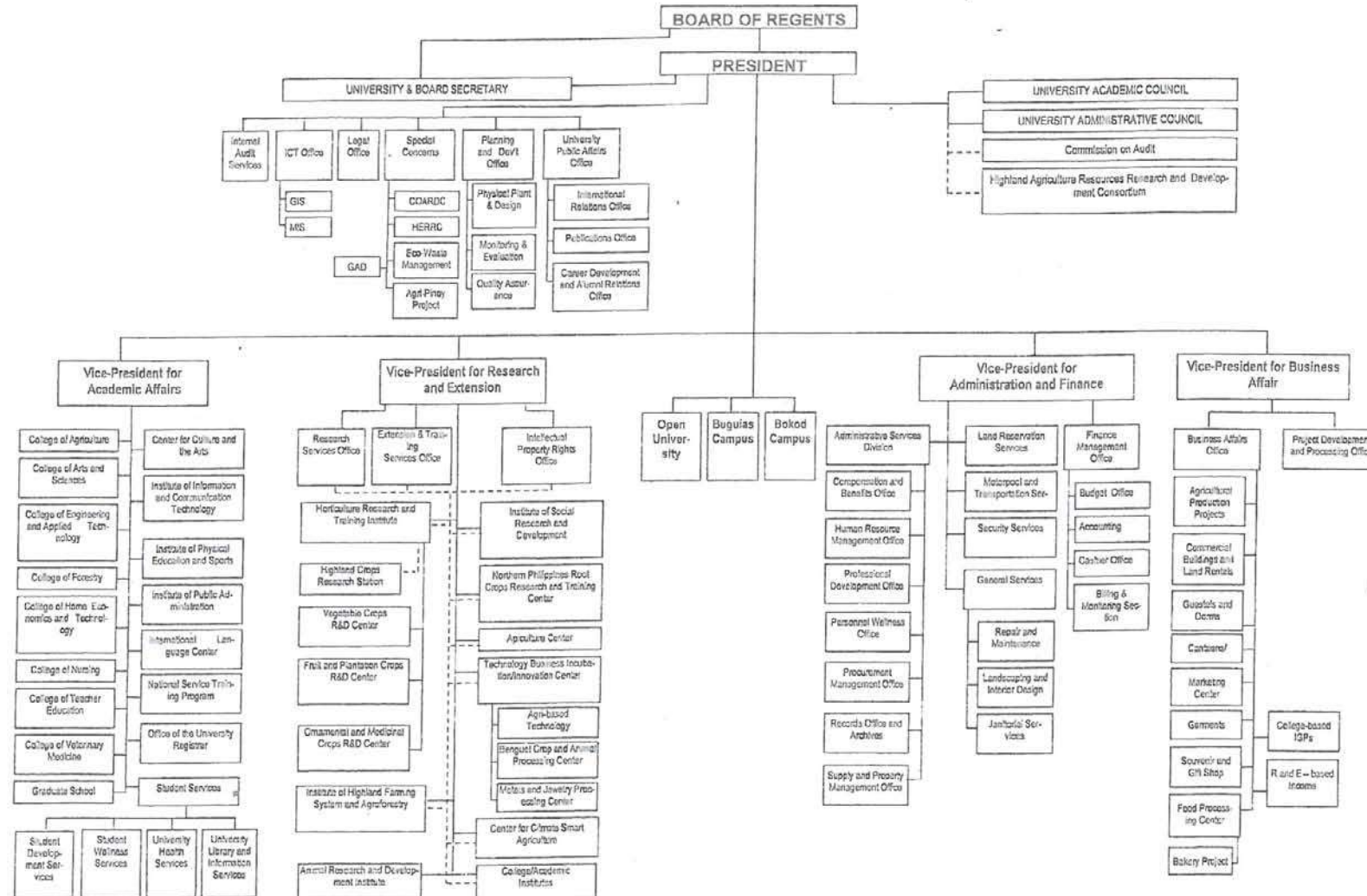
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BENGUET STATE UNIVERSITY ORGANIZATIONAL STRUCTURE



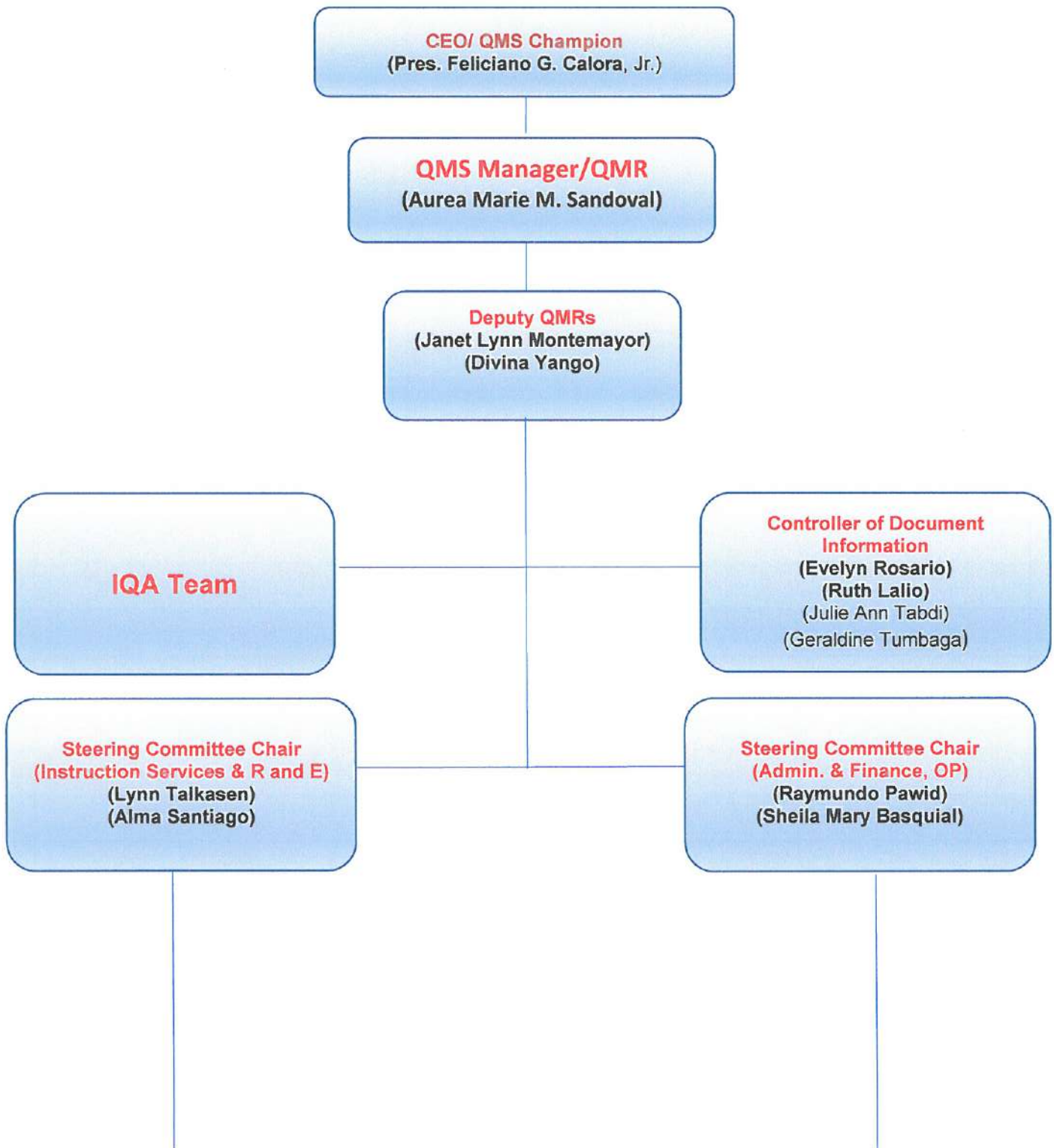
BSU Organizational chart was approved by the University Board of Regents on its 161st Regular Board meeting on the 12th day of March 2013 at Banaue Hotel, Ifugao with Board Resolution No. 2158, s. 2013.



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Terms of Reference of Key Staff

ISO Quality Management Structure/Organizational Chart



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Julie Ann Tabdi (ICT)
Geraldine Tumbaga (Records Office)
Thaikong Daniwes (IRO)

Quality Management Structure:

Responsibility and Authority

The specific roles and responsibilities of each individual/unit in the Quality Management Structure are as follows:

A. CEO/QMS Champion

- Establishes, reviews and maintains the Quality Policy of the Institution;
- Ensures that quality objectives and relevant functions are established at different levels within the University;

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- Ensures allocation of available resources to support the implementation of the institution's QMS;
- Defines the responsibilities and authorities of each unit in the organization;
- Reviews the effectiveness of the institution's QMS and monitors the implementation and improvement of action plans;
- Ensures that communication mechanisms are effective and established.

B. QMS Manager/Quality Management Representative(QMR)

- Oversees the implementation of the Quality Management System
- Ensures the effective implementation and maintenance of the established QMS;
- Reports to the CEO/QMS Champion the performance of the quality management systems and areas for further improvement;
- Ensures the promotion of awareness in meeting or exceeding customer requirements within the relevant scope of the institution's QMS;
- Liaises with external parties on matters relating to the institution's QMS.

C. Deputy QMR

- Ensures the effective planning, implementation, maintenance and continuous improvement of the established QMS for the sector;
- Assists the QMR in performing assigned duties and responsibilities;
- Assumes the responsibilities of the QMR in his/her absence.

D. Controller of Documented Information

- Documents, implements, establishes and maintains a procedure for the control of documents and records;
- Maintains the master copies and master list of the Quality Manual, Quality Procedures and Standard Operational Procedures, as well as the master list of externally generated documents and references;
- Ensures that current versions of relevant documents are available for use;
- Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents and records;
- Ensures the traceability of documents;
- Ensures the enhancement of procedures for the control of records;
- Closely coordinates with Deans and Directors on matters concerning Records Management, specifically on records generated from Instruction Services.

E. Internal Quality Audit Team

- Prepares the audit plan and coordinates and implements the agency's Audit Program;
- Identifies the necessary resources needed to manage the agency's Audit Program;
- Provides inputs on audit findings during management review;

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- Monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits.

F. Instruction Services Steering Committee Head/Administration Steering Committee Head

- be in-charge of the close guidance of the documentation and implementation of the QMS processes within their committee
- Meets the documentation committee members regularly to discuss issues, concerns and actions to be taken to improve the QMS;
- Consolidates the outputs of the documentation committee members for either Instruction Services or Administration or R & E or Offices under the OP.

G. Documentation Committee Members

- Be in-charge of the correct and complete documentation of processes in their respective offices

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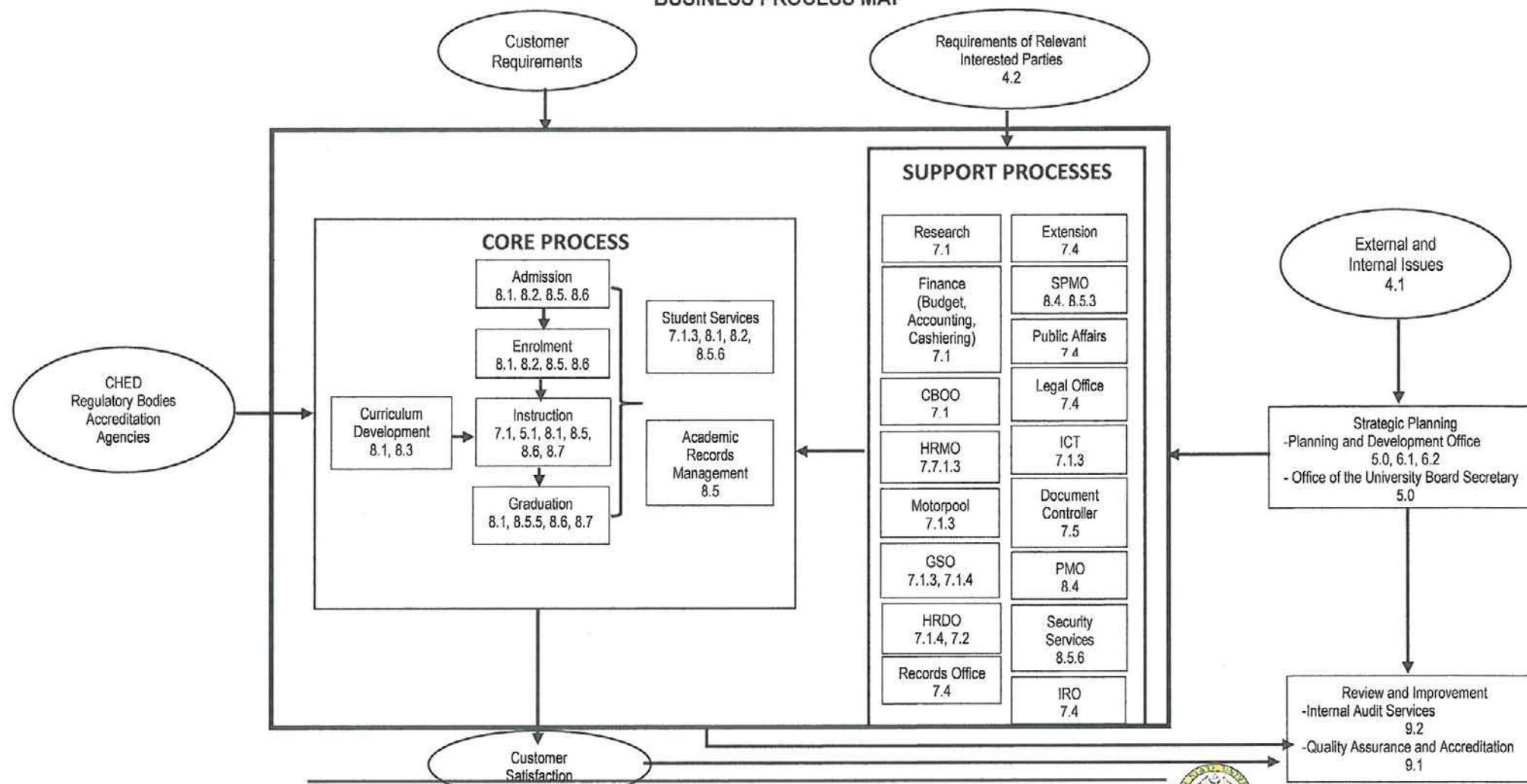
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BUSINESS PROCESS MAP



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Business Process Overview
(narrative explanation of the business process map)

STRENGTHS


- Excellent student services (COPC compliant)
- Level of accreditation of the university and its colleges (SUC level IV, Center of Development Programs, Center of Excellence); 92% of programs accredited by AACUP
- Consistent outstanding performance of students in board examinations (Topnotchers producers (Nursing, Guidance Counselor, Agriculture, Veterinary Medicine, Teachers); Top performing programs (NURSING, BLIS); Above the national passing rate
- Low cost but quality education
- Recognition and awards of students and personnel and for the institution (e.g. Ten Outstanding Student of Philippines, Tanglaw awards
- Enhanced Curricula following OBE
- Increasing utility models, copyrighted publications and patented technologies
- CHED accredited journal – Category B
- Availability of ICT facilities & services
- Majority of faculty members have Master's in the field of specialization
- Recognized regional and national centers of research and extension
- Availability of incentive programs, scholarships, benefits for both students and employees
- Availability of FOI (internal policies)
- Personnel are highly motivated

WEAKNESSES

- Some degree programs have no COPC
- Lack of support and guidance in the preparation of accreditation documents
- Lack of personnel (e.g. guidance counselor, lab technicians)
- Lack of instrument to assess personnel competency
- Lack of facilities of some colleges and offices
- Slow internet connection
- Lack of infrastructures (e.g. classrooms)
- Lack of specialized laboratories and facilities
- Lack of proper implementation of policies, rules and regulation
- Not adaptive in the use of new technologies
- Disparity of opportunities between teaching and non-teaching personnel
- Lack of budget allocation for some key processes
- BSU Code Revision (in progress)

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- Resistance to change of some employees
- Weak commitment of personnel
- Limited mobility due to lack of transportation

OPPORTUNITIES


- Semi-temperate climatic condition conducive to learning
- Availability of advanced ICT technologies
- Strong linkages, local and international
- Availability of prospective national and international funding (e.g. for research, training)
- High marketability of graduates

THREATS

- Consecutive retirement of Faculty with specialized expertise on research
- Migration of researchers to other countries
- Plagiarism, Ethical and IPO concerns
- High cost of raw materials for production and restrictive government policies and regulations that affect the operations of the IGP
- Increasing requirement of regulatory bodies (COA, CHED, DBM; disallowances, austerity measure requirements)
- Increasing number of boundary disputes
- Climate change
- Cultural affiliation influences (e.g. decisions and provisions of opportunities are sometimes based on cultural affiliation)

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Source	Sub-category	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
PESTLE Analysis	Political	R	designation of a new chairman of the BOR	transition period causes delay in the action on university policies needing BOR approval;	change in protocols of new Commissioner designate
		R	BOR structure has more members outside BSU	No representative from the non-teaching; lesser representations from inside BSU	Disparity of opportunities between teaching and non-teaching personnel
		O	BOR structure has more members outside BSU	Check and Balance	
		R	Land use plan of the Municipality	Increasing number of boundary disputes	Intrusion of outsiders into the university land grants
	Economic	O	Recognized regional and national centers of research and extension	Availability of prospective national and international funding (e.g. for research, training)	
		O	Booming business around La Trinidad	More opportunity for business partnership, and possible employment of BSU graduates	
	Socio-cultural	O	Increasing number of millennial workforce	Technological savvy workforce	

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PESTLE Analysis	Socio-cultural	R	Multiculturalism / diversity	Multicultural nature of BSU students / employees (diversified instruction)	Probable confusion
		R	Apathetic attitude of community towards research	Inaccuracy of findings (low turn-out of respondents); research outputs not disseminated	Not adaptive to new technologies
	Technology	O	Availability of cloud-based server	Improved and more secured back-up of data; improved delivery of web-based services (SIAS, NGAS)	
		R	Availability of cloud-based server	Integrity of data at risk	No security measures
		O	Availability of Internet infrastructure and resources	Students and employees have more resources or references for their researches	
		R	Availability of online resources	Integrity of Information	Validity of information / content not filtered
		R	Poor and slow internet connection (PLDT and Globe)	Slow delivery/ submission of server-based online reports	delayed submission of reports, Penalty (BIR); low budget allocation for additional internet connection
	Legal	O	Implementation of the CSC Memo 2012 s. PRIME-HRM Accreditation	Improved hiring process and other HRMO & HRDO processes; thus, improving personnel competency	

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PESTLE	Legal	O	Approval and Implementation of the Free Tuition Act of 2017	Increase number of enrollees	
		R	Implementation of Free Tuition Fee Act of 2017	Increase number of enrollees	Lack of personnel (Permanent position teaching and non-teaching); Lack of infrastructure (classrooms); Lack of facilities of some colleges
	Environment	O	Semi-temperate climatic condition conducive for learning	More students will be enticed to study in BSU; more conducive working environment	
		R	Semi-temperate climatic condition conducive for learning	High rate of absenteeism	Students / employees are prone to cold-weather sickness such as URTI, Asthma, arthritis
		O	Solid Waste Management Municipal Ordinance	Waste recycling becomes a fund-raising activity for students	Reduction of volume of waste products
	LIST OF INTERESTED PARTIES	O	Excellent Student services (COPC compliant)	University will be recognized nationwide	
		R	Some Degree Programs are not COPC compliant	Decrease number of enrollees	Some requirements not submitted; some COPC criteria not met
	Parents	O	Quality and affordable education for their children	Competent graduates	
		R	Students were not given fair opportunity for student services	Misunderstanding on the rules and regulations / policies	Negative impact to the images of the university

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LIST OF INTERESTED PARTIES	Regulatory bodies (CHED, CSC, DBM & COA, PRC, BIR, AACCUP)	O	Compliance of immediate requirements	Increased slot for scholarships / grants for BSU students; Qualification for next higher level of Accreditation; on time release of Budget Allocation, Qualification of the university for PBB	
		R	Delayed submission of required documents	Slots of scholarship will be affected; accreditation performance will be at risk; Disallowances of employees; delayed release of salary / benefits; noncompliance to PBB	Wrong Interpretations on varied Rules and regulations/ policies, system error, unstable internet connection for online submission of required documents, Lack of personnel
	Employees	O	Conducive work environment	Job security, additional bonus / incentive	
		R	Disallowances, system on awards	Unsatisfied employees	Wrong interpretation of rules / criteria / guidelines; subjectivity
	Suppliers	O	Strict Implementation of the Procurement Law	Assured delivery of procured goods, services, infra projects according to specifications	
		R	Failure of Bidding	Limited accredited suppliers, limited suppliers are willing to participate in the bidding process because of the lengthy process	No PhilGeps registration

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MASTERLIST OF DOCUMENTS			
TYPE OF DOCUMENTS	PROCESS	DOCUMENT CODE	REVISION
SIPOC Diagram			
	Admission	QM- ADM-01	
	Enrolment	QM-ENR-01	
	Instruction	QM-INS-01	
	Graduation	QM-GRD-01	
	Design & Development	QM-DGD-01	
	Student Services	QM-STs-01	
Functional & Operational Objectives, KPI's, Targets & Programs	Student Records, Management		
	Admission	QM-ADM-02	
	Enrolment	QM-ENR-02	
	Instruction	QM-INS-02	
	Graduation	QM-GRD-02	
	Design & Development	QM-DGD-02	
	Student Services	QM-STs-02	
Action Plan	Student Records, Management		
	Admission	QM-ADM-02-01	
	Enrolment	QM-ENR-02-01	
	Instruction	QM-INS-02-01	
	Graduation	QM-GRD-02-01	
	Design & Development	QM-DGD-02-01	
	Student Services	QM-STs-02-01	
Operational Risk & Opportunity Identification Table	Student Records, Management		
	Admission	QM-ADM-03	
	Enrolment	QM-ENR-03	
	Instruction	QM-INS-03	
	Graduation	QM-GRD-03	
	Design & Development	QM-DGD-03	
	Student Services	QM-STs-03	
Risk Assessment Table	Student Records, Management	QM-SRM-03	
	Admission	QM-ADM-03-01	
	Enrolment	QM-ENR-03-01	
	Instruction	QM-INS-03-01	
	Graduation	QM-GRD-03-01	
	Design & Development	QM-DGD-03-01	
	Student Services	QM-STs-03-01	
Risk Treatment Plan	Student Records, Management		
	Admission	QM-ADM-03-02	
	Enrolment	QM-ENR-03-02	
	Instruction	QM-INS-03-02	
	Graduation	QM-GRD-03-02	
Opportunity Management	Design & Development	QM-DGD-03-02	
	Instruction	QM-INS-03-03	
	Design & Development	QM-DGD-03-03	
Procedure Details	Graduation	QM-GRD-03-03	
	Admission		
	Conduct of College Qualifying Examination	QP-ADM-01	
	Screening of Applicants		

Nature of Revisions:

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Benguet State University - QM

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	Notice of Admission		
	Enrolment		
	Workload and Class Schedule Preparation		
	Pre-registration		
	Registration		
	Instruction		
	Syllabus Preparation	QP-INS-01	
	Mentoring	QP-INS-02	
	Grade Preparation & Release		
	Faculty Evaluation	QP-INS-04	
	Graduation		
	Evaluation of Students		
	Recommendation of Candidates by the Academic Council (College and University) and Approval by the BOR		
	Design and Development		
	Curriculum Development & Revision	QP-DGD-01	
	Instructional Material 9 IM) Preparation	QP-DGD-02	
	Student Services		
	Provision of Student Development & Wellness Services	QP-STS-01	
	Provision of Health Services	QP-STS-02	
	Library Circulation Services	QP-STS-03	
	Library Technical Services	QP-STS-04	

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Effectivity:		Page 1 of 1	

SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Students	I	Academic Records	classified and encoded in the database	Student Records Management	I	Database and Physical Files	Properly filed, regularly monitored, maintained database	Student/ Agencies/ Companies
Students	I	Request for release of Academic Records	Completely filled-out request form with complete supporting documents (clearance, not submitted admission requirements, authorization letter, valid ID, receipt of fees paid)	Release of Academic Records	I	Processed OTR, certifications, Diploma, verification letter, etc...	Complete, signed, with document stamp and sealed	Student/ Agencies/ Companies

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SUPPLIER -INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
DepEd schools, International Schools	M	Applicant or representative	Grade 12 or ALS graduate or PEPT passer	Application and Conduct of the BSU-College Qualifying Examination (CQE) and Entrance Examinations (for SLS and ELS)	I	Test Permit	Signed, with complete details of testing schedule	Applicants, parents, representative
	M	Transcript of Records or High School Report Card or DepED Form 137/138	Signed					
Applicant	M	ID Picture	With nametag, white background					
OSS-TMDU	M	CQE Exam	Complete		I	Test Results	Accurate, Complete, Signed	All Colleges and academic institutes, OUR
Office of Student Services	I	CQE results from OSS	Correct and complete requirements	Screening of applicants	I	Conformance to the admission requirement/criteria per college	Correct and complete requirements	OUR
Different colleges/institutes	I	Admission policy per college/ institutes	Updated/ current policy		I	Result of evaluation	Correct and complete requirements	OUR

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
New Students/ Special Students	I	Pre-registration Form and all Admission requirements for New Students	Complete, signed by Student, verified by the enrollment adviser, certified by OSS Director (for scholars), confirmed by the Dean/ Department Chair	Registration	I	Enrollment Form	Complete and signed by the processor	student
Continuing Students/ Readmitted students	I	Pre-registration Form	Complete, signed by Student, verified by the enrollment adviser, certified by OSS Director (for scholars), confirmed by the Dean/ Department Chair		I	Enrollment Form	complete and signed by the processor	student

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SUPPLIER -INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
CHED	I	Curriculum	Approved	Workload and Class Schedule Preparation	I	Individual Faculty Workload	Complete Approved	CHED
Department	I	List of Faculty and Specializations	Complete Update					Department
Department	I	List of Rooms/ Facilities (classroom utilization)	Complete, Updated					Department
Office of the University Registrar	I	Student Grades	Correct/Complete	Pre-Registration	I	Subjects to be enrolled	Correct/complete	Student
New Students/ Special Students	I	Pre-registration Form and all Admission requirements for New Students	Complete, signed by Student, verified by the enrollment adviser, certified by OSS Director (for scholars), confirmed by the Dean/ Department Chair	Registration	I	Enrollment Form	Complete and signed by the processor	Student

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Continuing Students/ Readmitted students	I	Pre-registration Form	Complete, signed by Student, verified by the enrollment adviser, certified by OSS Director (for scholars), confirmed by the Dean/ Department Chair		I	Enrollment Form	Complete and signed by the processor	Student
Cross-Enrollee	I	Permit to cross-enroll and Pre-registration form	Complete, signed by Student, verified by the enrollment adviser, certified by OSS Director (for scholars), confirmed by the Dean/ Department Chair		I	Enrollment Form	Complete and signed by the processor	Student
Office of University Registrar/Student	I	Enrollment Form	Authentic		I	Student ID	Validated	Student

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SUPPLIER -INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
University Library	M	References Textbooks	Updated	Syllabus Preparation	M	Syllabus	Correct, complete, reviewed and conforms to specified standards	Student CHED AACCUP Other SUCs
University Colleges/Degree Programs	I	University VMGO	Updated and correct					
Faculty Department Colleges	I	Faculty Load and Schedule OBE Standards Checklist/Curriculum BSU Code CHED PSG	Updated and correct					

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Commission on Higher Education	INPUT	Regulatory provisions	Approved, Updated	Mentoring	I	Number of students completing the course; Percentage of students passing the board exam	Updated, Accurate	Students, Parents
Professional regulatory Board	INPUT		Approved, Updated		I	Number of students completing the course; Percentage of students passing the board exam	Updated, Accurate	Students, Parents, Industry
Student/ Faculty	M	Scores of student activity and assessments	Checked/ corrected	Grade preparation and release	M	Student Grade	Accurate	OUR, Student

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Accrediting Agency of Chartered Colleges and Universities of the Phils. (AACCUP)	I	Evaluation Tool	Updated, Approved	Faculty Evaluation/Classroom Observation	I	(used) Rated / updated evaluation tool	Complete, approved	BSU
Department Chairs, Students, Faculty, Dean	I	Evaluation Instrument	Updated, Approved		I	Evaluation Rating/Result	Accurate	Faculty
	I	Class Schedule	Approved		I	Evaluation Rating/Result	Accurate	Department Chair, Dean

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SUPPLIER -INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Students	I	List of Candidates for Graduation	Verified, Endorsed by the Colleges and approved by the University Academic Council	Evaluation of Students	I	Official Transcript of Records and Diploma	complete, with BOR Res or Ref No. and document stamp, signed and sealed	Student
OUR, Colleges	I	List of Evaluated Graduating Students	Correct/Complete	Recommendation of Candidates by the Academic Council (College and University) and Approval by the BOR	I	List of Candidates of Graduation by the College	Correct/ Complete	OUR/University Academic Council
					I	List of candidates for graduation with the University	Correct	OUR/BOR
University Academic Council /OUR	I	List of Evaluated Graduating Students	Correct/Complete		I	List of candidates for graduation	Approved	OUR

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SUPPLIER -INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
CHED, Research, College	I	CHED Memo	Approved	Curriculum Development	I	Statistical Survey	High number of enrollees	Colleges, Students
						New Curriculum	Approved	
						COPC	Valid	
CHED, College, New mandated subjects from regulatory bodies	I	CHED Memo	Approved	Curriculum Revision	I	Revised Curriculum	Approved	Colleges, Students

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SUPPLIER -INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Faculty (author/authors)	M, I	Prepared IM (Draft)	Correct and conforms to Instructional Materials Development Committee requirements and policy	IMs Preparation	M	Instructional Material (Textbook/ Manual)	Correct, complete, reviewed, approved and with ISBN/ISSN	Student
Department IMDC College IMDC University IMDC IPRO	E, I	IM Policy	Updated		M	Instructional Material (Textbook/ Manual)	Correct, complete, reviewed, approved and with ISBN/ISSN	Student

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-ADM-02	Revision Number :	0
Effectivity :		Page 1 of 2	

Significant Strategic / Operational Risk/s Identified						
Applicable Legal Requirement Accountable to:						
Functional Objectives:		Functional KPI	Target		Tolerable Limit	
		Overall effectiveness = (process KPI no. 1) (0.3) + (process KPI no. 2)(.4) + (process KPI no. 3) (.3)				
Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Application and Conduct of the BSU-College Qualifying Examination (CQE) and Entrance Examinations (for SLS and ELS)	To timely assist entrance examination applicants	Response time per client	20 minutes per client	25	Monthly	Monthly Accomplishment Report
Screening of Applicants	To correctly and timely evaluate the ability & quality of the applicants to match with the degree program chosen.	Conformance to the screening criteria/requirements Timeliness of screening	100% of applicants conforms to the set criteria	None	Every start of the school year	Result of CQE and qualification criteria per college.

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Document Code:	QM-ADM-02	Revision Number :	0
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Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Admission of Student	To issue Notice of Acceptance/ Admission/ Result on time	Response time	Within three (3) working days before the deadline	Within five (5) working days before the deadline	Every term (First Semester, Second Semester & Mid Year Term)	Data/list from Colleges/ Institutes

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-ENR-02	Revision Number:	0
Effectivity:		Page 1 of 2	

Significant Strategic / Operational Risk/s Identified						
Applicable Legal Requirement Accountable to:						
Functional Objectives:		Functional KPI	Target		Tolerable Limit	
		Overall effectiveness = (process KPI no. 1) (0.3) + (process KPI no. 2)(.4) + (process KPI no. 3) (.3)				
Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Workload and Class Schedule Preparation	To prepare timely and accurate individual faculty workload and class schedules	Percentage of erroneous schedule	Zero conflict schedule before enrollment	2% of erroneous schedule	Every workload preparation	Summary of course offerings
		Percentage of utilization of rooms	100% utilization of rooms			
		Submission of schedule	One month before enrollment	Two months before enrollment		
Pre registration	To precisely and timely evaluate subjects to be taken and enlist students	Number of occurrence of change of subject	0	3	Every semester / enrolment	File of change of subject

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-ENR-02	Revision Number:	0
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Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Registration	To issue enrollment form on time	Response time	Within 5 minutes upon presentation of complete admission requirements during the enrollment	Within the enrollment period upon submission of complete admission requirements	Every enrollment period (First Semester, Second Semester & Mid Year Term)	Pre-registration forms filled in by the students and verified by the Colleges, and admission requirements
	To efficiently assist students for their ID validation	Percentage of Students whose IDs were validated during the enrollment period	50% per semester	30%	Bi-annually	Logbook of Clients

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-INS-02	Revision Number:	0
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Significant Strategic / Operational Risk/s Identified						
Applicable Legal Requirement Accountable to:						
Functional Objectives:		Functional KPI	Target		Tolerable Limit	
		Overall effectiveness = (process KPI no. 1) (0.3) + (process KPI no. 2)(.4) + (process KPI no. 3) (.3)				
Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Syllabus Preparation	To ensure comprehensive syllabus are prepared before the start of classes	Percentage of enhanced course syllabi (OBE format) of undergraduate subjects offered during the School Year	100% of the course syllabi are enhanced (OBE format)	90% of the course syllabi are enhanced (OBE format)	Semestral or as needed/ required	Submitted syllabus
		Submission of OBE Syllabus	Syllabus are submitted 1 week before the start of classes	Syllabus are submitted 1 day before the start of classes		
Mentoring						
Teaching-learning process	To meet the goals of the course as stated	Students' achievement level in the course	Semestral	80% of class pass the course	Semestral	Teacher's class record/ gradesheet

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-INS-02	Revision Number:	0
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Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
		Cohort performance in the board exam	Yearly	50% of the cohort pass the board exam	Yearly	PRC data/dean's office
Assessment practices	To use varied assessment methods and tools to measure competencies of learns	Number of assessment methods/tools used	Semestral	Use of 2 methods and 4 tools	Semestral	Record book
Communicating achievement levels	To give feedback to students about their progress in the course	Compliance to timeliness of giving feedback	2 meetings after the assessment	3 meetins after assessment	Semestral	Logbook/survey/ evaluation of teachers
						Keeps accurate records of students' performance and prompt submission of the same
Grade Preparation	To timely record, prepare, validate and post/submit students' grades	Compliance to submission	1 day before the deadline	1 day after the deadline	Every end of semester	

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Functional and Operational Objectives, KPI's, Targets and Programs

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Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
	To correctly prepare and record complete student grades	Number of complaints	None	1	Every end of semester	
		Number of complaints	None		Every end of semester	
Faculty Evaluation	To conduct timely faculty evaluation	Compliance to deadline	2 weeks before the set deadline	1 week after the set deadline	Every end of semester	Set schedule is every semester after Midterms

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-GRD-01	Revision Number:	0
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Significant Strategic / Operational Risk/s Identified						
Applicable Legal Requirement Accountable to:						
Functional Objectives:		Functional KPI	Target		Tolerable Limit	
		Overall effectiveness = (process KPI no. 1) (0.3) + (process KPI no. 2)(.4) + (process KPI no. 3) (.3)				
Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Evaluation of Students	To release result of evaluation of the Fourth year, Fifth year and Sixth year students on time	Release period	Three months after enrollment of the current semester	One month before enrollment of the next semester	Every term (First Semester, Second Semester & Mid Year Term)	Checklist/ curriculum
	To release result of evaluation on the non-academic requirements of new students	Release period	Within one semester after entry	Within two semesters after entry	Every term (First Semester, Second Semester & Mid Year Term)	Checklist
	To release result of evaluation of all candidates for graduation for the current semester on time	Release period	Two (2) weeks after the deadline of application as a candidate for graduation for Summer term and one (1) month before the date of final examination for semestral	Two (2) weeks before the College Council meeting	Every term (First Semester, Second Semester & Mid Year Term)	Checklist/ curriculum

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-DGD-02	Revision Number:	0
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Significant Strategic / Operational Risk/s Identified						
Applicable Legal Requirement Accountable to:						
Functional Objectives:		Functional KPI	Target		Tolerable Limit	
		Overall effectiveness = (process KPI no. 1) (0.3) + (process KPI no. 2)(.4) + (process KPI no. 3) (.3)				
Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Curriculum Development and Revision	Timely development of new curriculum or up to date revisions of curriculum based on educational regulatory bodies	Development or revision period	6 months	10 months	By CHED order	Educational Regulatory Bodies (CHED, PRC, etc.) GANTT Chart for Curriculum
IMs Preparation	To ensure updated and quality IMs are used	Number of approved Instructional Materials based on the IM policies per year (revised and new)	Produce 3 Instructional Materials evaluated by the department, college and the university	Produce 2 Instructional Materials evaluated by the department, college and the university	Yearly or as needed/ required	Submitted and evaluated IM

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-GRD-01	Revision Number:	0
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Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
	To release result evaluation every semester on time	Release period	Two (2) weeks before the next enrollment	One (1) week before the changing/adding period	Every term (First Semester, Second Semester & Mid Year Term)	Checklist/ curriculum
Recommendation of Candidates by the Academic Council (College and University) and Approval by the BOR	To evaluate academic records & summarize list the candidates for graduation To timely furnish and collect the list of evaluated students to the respective colleges	Evaluation process	1-less than 2 weeks after final examination	2 weeks	3 weeks	Curriculum checklist, report of final grades
	To submit final list of candidates for graduation for confirmation	Final review on the list	1 week	2 weeks	Weeks	Curriculum checklist, report of final grades

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SUPPLIER-INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Parents, Relevant Interested Parties	E	Student	Enrolled in BSU	PROVISION OF STUDENT DEVELOPMENT AND WELLNESS SERVICES (GUIDANCE AND COUNSELING, SCHOLARSHIPS AND GRANTS, VOCATIONAL AND PLACEMENT, STUDENT DISCIPLINE, STUDENT ORGANIZATIONS AND ACTIVITIES, STUDENT HOUSING)	E	Assisted Student	On-time assistance	Parents
Students	I	Referral Slip with supporting documents	Signed		I	Counseling Feedback/ Admission Slip	Signed	Referring Party
Parents	E	Scholarship Application Forms and supporting documents	Duly Accomplished, Complete		I	Assisted Student-Applicant	On-time assistance	Parents, Scholarship Sponsors
Scholarship Sponsors	M	Check or Deposited Amount to the BSU Band Account for the Payments of Scholars' and Grantees' Benefits	Accurate as Billed		M	Payment of Benefits or Reimbursed Payments	Accurate	Scholars and Grantees

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SUPPLIER-INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Students, Advisers	M/I	Application Form for Student Organizations and supporting documents	Duly Accomplished, Complete	PROVISION OF STUDENT DEVELOPMENT AND WELLNESS SERVICES (GUIDANCE AND COUNSELING, SCHOLARSHIPS AND GRANTS, VOCATIONAL AND PLACEMENT, STUDENT DISCIPLINE, STUDENT ORGANIZATIONS AND ACTIVITIES, STUDENT HOUSING)	I	Certificate of Recognition as a Student Organization	Approved	Students, All Colleges and Academic Institutes
Recognized Student Organizations (RSOs)	M/I	Activity Permit with Pertinent or applicable supporting document	Duly Accomplished, Complete		I	Activity Permit	Endorsed/ Signed	RSOs
Student-Applicant	M/I	Application Form for Student Assistantship Program or SPES, with supporting documents	Duly Accomplished, Complete		I	List of Accepted Student Assistants or SPES beneficiaries	Qualified	Other Offices, Colleges, Academic Institutes

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Students, Teachers, Other School Personnel, Community, PNP	I	Complaint or Incident Report	Duly Signed	PROVISION OF STUDENT DEVELOPMENT AND WELLNESS SERVICES (GUIDANCE AND COUNSELING, SCHOLARSHIPS AND GRANTS, VOCATIONAL AND PLACEMENT, STUDENT DISCIPLINE, STUDENT ORGANIZATIONS AND ACTIVITIES, STUDENT HOUSING)	I	SAB Resolution	Approved	
Parents/Guardians, School Personnel	E	Student	Enrolled in BSU		E	Accepted dorm resident	On-time assistance	Parents/Guardians

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SUPPLIER-INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Parents	E	Student/Patient	Sick/not feeling well/ with Notice of Admission (NOA)	PROVISION OF HEALTH SERVICES (MEDICAL AND DENTAL CONSULTATIONS, PRE-ENROLLMENT AND PRE-EMPLOYMENT PHYSICAL EXAMINATION)	E	Assessed, diagnosed patient	With referral slip to Specialists	Student, Parents, Teachers, OSS
Employees, Parents	I	Referral Slips/ NOA	Signed		E	Treated patient	Fit to resume class	Student, Parents
Students	I	Health Records	Accurate		I	Feedback Slips	Signed	Referring Party
Hospitals or Specialists	I	Medical Certificate	Signed		I	Prescription	Signed	Pharmacies

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Hospitals or Specialists	I	Medical Certificate	Signed	PROVISION OF HEALTH SERVICES (MEDICAL AND DENTAL CONSULTATIONS, PRE-ENROLLMENT AND PRE-EMPLOYMENT PHYSICAL EXAMINATION)	I	Prescription	Signed	Pharmacies
					I	Laboratory Request	Signed	Laboratory clinics
					I	Laboratory Result (from laboratory clinics)	Complete/ Signed	Medical Clinic
					I	Referral Slip to Hospital/ Specialists (if needed)	Signed	Hospitals/ Specialists, Patient, Parents
					I	Medical Slip/ Certificate	Complete/ Signed	Referring Party, Colleges
					I	Medicine Logbook	Complete/ Signed	Medical Clinic
					I	Consultation Logbook	Updated	Medical Clinic
					I	Referral Logbook	Updated	Medical Clinic

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SUPPLIER-INPUT-PROCESS-OUTPUT-CUSTOMER DIAGRAM

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SUPPLIER	INPUT			PROCESS	OUTPUT			CUSTOMER
	M, E, I	Description	Specs		M, E, I	Description	Requirement	
Student	I	Enrollment Form, Student ID	Validated, Library System Registration	LIBRARY CIRCULATION SERVICES	M	Charged Books and Resources	Filled and Signed Book Card Date Due Slip Library System Charge	Student, Visitors, Faculty and Staff
Faculty and Staff		Faculty and Staff ID	Library System Registration					
Visitors		Referral Letter	Signed					
Book Publisher, Dealer, Distributor	M	Books and Resources	Invoice Receipt Inspection Report	LIBRARY TECHNICAL SERVICES	M	Processed Books and Resources	Availability for Circulation Availability in Library System	Student, Visitors, Faculty and Staff

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Functional and Operational Objectives, KPI's, Targets and Programs

Document Code:	QM-STS-02	Revision Number:	0
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Significant Strategic / Operational Risk/s Identified		Failure to efficiently deliver student services; non-compliance to COPC and accreditation requirements				
Applicable Legal Requirement Accountable to:		Compliance to ARTA and CHED Memorandum Order (CMO) on student services				
Functional Objectives: To efficiently provide student services, and health and library services to other interested parties such as community, alumni, retirees, etc.		Functional KPI	Target		Tolerable Limit	
		Overall Effectiveness: = (process KPI#1)(0.10) + (process KPI#2)(0.40) + (process KPI#3)(0.25) + (process KPI#4)(0.20) + (process KPI#5)(0.05)	100%		90%	
Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Provision of Student Development and Wellness Services (Guidance and Counseling, Scholarships and Grants, Vocational and Placement, Student Discipline, Student Organizations and Activities, Student Housing, Issuance of Cert.)	To efficiently implement student wellness and development services programs	Number of student wellness and development activities implemented per quarter.	4	at least 3 per quarter	Monthly	Monthly Accomplishment Report

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Functional and Operational Objectives, KPI's, Targets and Programs

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Process	Operational Objective	Process KPI	Target	Tolerable Limit	Frequency of Review	Source of Data
Provision of Health Services (Medical and Dental consultations, Pre-enrollment and Pre-employment Physical Examination)	To efficiently attend to the medical and dental needs of the patients	response time per client	35 minutes per patient	50	Monthly	Monthly Accomplishment Report
Library Technical Services	To efficiently provide systematic organization and updated library resources to students, faculty, and other borrowers/users	Number of new (updated) library resources acquired per semester	5	3	Bi-annually	List of New Acquisitions
Library Circulation Services	To efficiently assist students for their library resources needs	Response time per client / Library system circulation statistics	5 minutes per client/ at least 50%	30%	Bi-annually	Logbook of Clients

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Action Plan

Document Code:	QM-ADM-02-01	Revision Number :	0
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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Application and Conduct BSU Qualifying and Entrance Examinations				
Preparation of Application Forms and CQE posters	TMDU Personnel	every August	Bond paper, posters, inks	on-going
Posting of CQE advisory and uploading of application form in the BSU website	TMDU Personnel	every August	None	Implemented for SY 2018-2019
Conduct of Pre-conference before every exam	TMDU Personnel	a week before every scheduled exam	None	on-going
Conduct Post-conference/Evaluation after every exam	TMDU Personnel	a day after every scheduled exam	None	on-going
Conduct Off-campus Examination	TMDU & GCU Personnel	as requested by feeder high schools	Test materials, transportation and food expenses	on-going
Screening of Applicants				
Follow-up of timely submission of CQE results	OSS, Deans, Dept. Chair, College Secretary	1st Semester	Human	
Monitoring of timely submission requirements (CQE, grades, etc)	Dean, Dept. Chair, College secretary	1st Semester	Human	
Admission of Students				
Issue Notice of Admission upon receipt of list from OSS	OUR Personnel	November - December 2017	Bond paper, ink	on-going

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Action Plan

Document Code:	QM-ENR-02-01	Revision Number :	0
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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Workload and Class Schedule Preparation				
Establish specific policies on workload and class schedule preparation	Deans/Directors, College secretaries, Department chairpersons	April - June 2018	Curriculum Financial	
Pre-registration				
Create and implement policies on pre registration	Deans and Directors, College and Institute Secretaries, Department Chair	April - June 2018		
Registration				
Conduct orientation for enrollment procedure	OUR Director	Within two weeks before enrollment	snacks	
Check completeness of documents and if forms were properly filled-out	OUR Personnel	During enrollment period	bond paper, ink	
Encode class codes and print enrollment forms	OUR Personnel	During enrollment period	bond paper, ink	
Improve the enrolment directional steps (flow chart)	ULIS Personnel in coordination with OUR	Jun-18	Sticker/library system	

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Action Plan

Document Code:	QM-INS-02-01	Revision Number :	0
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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Syllabus Preparation				
Conduct training workshop on preparing and implementing OBE syllabus	Deans of different colleges	June-July 2018	Human and Financial	Planning
Set deadline for the submission of syllabus	VP for Academic Affairs		Human	
Conduct training workshops on book or manual writing	Deans of different colleges	January-July 2018	Human and Financial	Planning
Issue advisory regarding the submission of IM for evaluation	VP for Academic Affairs University Instructional Materials Committee		Human	
Mentoring				
Prepare for daily classes/learning materials	Faculty member	Day to day within the term	Classroom, writing board, pen/ chalk	
Regularly attend to classes/ lab schedules/ activities set	Faculty member	Day to day within the term		
Schedule with students for assessment activities	Faculty member	Day to day within the term		
Prepare assessment tools/ exercises/ activities/ TOS	Faculty member	Day to day within the term	Computer/ laptop/ paper/ ink	
Administer/ conduct assessment activities as scheduled	Faculty member	Day to day within the term		

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Action Plan

Document Code:	QM-GRD-02-01	Revision Number :	0
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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Evaluation of Students				
Evaluate academic requirements of 4th, 5th, and 6th year students and contact students with academic deficiencies	OUR Personnel	Three months after enrollment of the current semester	Load	on-going
Evaluate candidates for graduation and contact students with lacking documents	OUR Personnel	two (2) weeks after the deadline of application as a candidate for graduation for Summer term and one (1) month before the date of final examination for semestral	Load	on-going
Evaluation of non-academic requirements of new students and contact/ process request for Academic records from last school attended	OUR Personnel	Within one semester after entry	Load, bond paper, ink	on-going
Semestral evaluation of academic requirements	OUR Personnel	Upon approval for additional personnel for OUR	Human resources	for further evaluation pending approval on the request for additional plantilla positions
Recommendation of Candidates by the Academic Council (College and University)	College Sec/Dept. Chair Dean Registrar VPAA University Board Secretary President	1 to 3 weeks after final examination	Office supplies	In progress
Approval of Candidates by the BOR	University Board Secretary President BOR Members	1 to 2 weeks after the University Academic Council	Office supplies	In progress

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Action Plan

Document Code:	QM-DGD-02-01	Revision Number :	0
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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Development of a timetable for the activities for curriculum development and revision	CHED, OVPA, Colleges	Whenever there are new mandates for development or revision	Budget allocation for snacks and office supplies	
Strict compliance with the time table	CHED, OVPA, Colleges	Whenever there are new mandates for development or revision	Budget allocation for snacks and office supplies	
Revisit necessary improvements based on CMO standards	CHED, OVPA, Colleges	December 2017	Budget allocation for snacks and office supplies	
Conduct training workshops on book or manual writing	Deans of different colleges	January-July 2018	Human and Financial	Planning

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Action Plan

Document Code:	QM-STIS-02-01	Revision Number:	0
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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Provision of Student Development and Wellness Services				
Asses Needs of Students based on the evaluation results of previous activities conducted	SWS and SDS Personnel	every quarter	Bond paper, inks	on-going
Prepare Activity Proposals	SWS and SDS Personnel	monthly	Assessed needs of students	on-going
Implement Approved Activity Proposals	SWS and SDS Personnel	every quarter	fund for meals or snacks of participants, speakers, and facilitators	on-going
Evaluate Effectiveness of Activities Implemented	SWS and SDS Personnel	a week after every activity conducted	Bond paper, inks	Dec-17
Provision of Health Services (Medical and Dental consultations, Pre-enrollment and Pre-employment Physical Examination)				
Conduct Health-related Information Dissemination Drives/Campaigns	UHS staff	every January and August	IECs, Lecture materials, laptop, LCD	for scheduling
Professional Development Trainings	UHS director	every semester	Funds for trainings and seminars	for scheduling

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Detailed Action	Person-in-Charge	Target Date of Implementation	Resources Needed	Status
Provide separate room for history taking to provide comfort and privacy for clients	Physician, Nurse, Student nurses, Clinical Instructor (CI)	Nov-17	Expansion of the Medical Clinic	on - going for the history taking procedure
Update evaluation tools to monitor customer satisfaction	UHS staff	annually	Bondpaper, ink	on - going
Provide signages as reminders on friendly customer relations	UHS director, clinic clerk	Oct-17	Bondpaper, ink	on - going
Library Services Management				
Develop a program on acquisition through detailed listings in the PPMP	Clerk/ Division Head	10/1/2018 (start date)	Collection Analysis	for implementation
Conduct Information dissemination and flexible loaning	ULIS Personnel	6/1/2018 (start date)	Library System	for implementation
Updating of library resources (OPAC, computer units, journals)	ULIS Personnel	6/1/2018 (start date)	Library System	for implementation

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
Application and Conduct of the BSU-College Qualifying Examination (CQE) and Entrance Examinations (for SLS and ELS)	Issuance of Application Form	I	R	Clients with incomplete requirements were overlooked and were able to take the BSU-CQE	Delayed evaluation of client's results in the colleges; additional costs to the applicant (travel expenses, time, more absences, etc)	Heavy workload of OSS-SWS-TMDU personnel-in-charge
	Issuance of Statement of Accounts (SAO)	A	R	Non-issuance of SAO	No collection	Heavy workload of OSS-SWS-TMDU personnel-in-charge
	Issuance of Test Permit	O	R	Inaccurate details in the test permit	No entrance exam; additional costs to the applicant (travel expenses, time, more absences, etc)	Wrong assumption of applicant that the examiners will be lenient in implementing this policy
	Conduct of Qualifying Examination	A	R	Examiner did not follow the standard testing procedures	Test scores of applicants are not accurate reflection of their true abilities; 'wrong rejection/ acceptance' of applicants	Examiner failed to familiarize the test administration procedures;
	Scoring of CQE	A	R	Erroneous score recorded by the personnel		Examiner failed to familiarize the scoring procedures;
	Release of CQE results to Colleges	O	R	Delayed release of results	Delayed evaluation and determination of qualified applicants resulting to delayed release of NOA by OUR	Lack of TMDU personnel

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	Release of Results to Applicant	O	R	Results are erroneously released to other people/ applicants	Client will not be able to enroll on-time	Lack of TMDU personnel
Screening of Applicants	Receiving of CQE results	I	R	Delay in the issuance of the CQE results	Quota is not met, so delay in the release	Few applicants submitted documents
	Screening of applicants based on CQE results and another requirement	I	R	Incomplete submission of requirement	Delay in the evaluation of document	Delay of release of documents from the last school attended
		I	R	Submission of falsified documents	Rejection on the result & application	Deficiency in the required documents
		A	R	Deviation from the requirement of the program	Mismatching of the chosen program with the capacity of student	Flexibility in the acceptance of the requirement.
	Forwarding of the screening results to OUR	I	R	Delay in the submission of the list	Delay in the release of Notice of Admission (NOA)	Difficulty in the evaluation of documents due to insufficiency and erroneous documents
Issuance of Notice of Admission	Receive Assessment from the Respective Colleges	I	R	Incomplete Information	Delay in the preparation of Notice of Acceptance/Result	Partial release of result due to batch exam
						Established schedule of processing is flexible
						Incomplete/not disclosed important information
						Use of obsolete form

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		A	R	Not registered in the logbook	No Notice of Acceptance/Admission/Result prepared or difficulty in traceability	Overlooked due to sudden influx of clients
		A	R	Not stamped immediately when received		Misfiled
		A	R	Misplaced documents		Inadequate filing procedure for documents due to sudden influx of documents received or due to partial submission of required documents
	Preparation of Notice of Acceptance/Admission/ Result	A	R	Wrong Information	Error in the information/data in the Notice of Acceptance/Admission/Result prepared	Lack of scheme in checking the documents before submitting at the OUR
	Release of Notice of Acceptance/Result	O	R	Wrong address/information	Letter will not reach its destination	Improper filling out of forms
	Receive Assessment from the Respective Colleges	I	R	Incomplete Information	Delay in the preparation of Notice of Acceptance/Result	Partial release of result due to batch exam

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
Workload and Class Schedule Preparation	Preparation of General Education Subjects from service college/institutes/departments	A (I)	R	Conflict laboratory schedules with General Education lecture schedules	Overlapping of schedules	General Education classes were scheduled first before laboratory schedules
	Preparation and submission of different departments on Professional Education subjects for faculty workload, room utilization and class schedules from first year to fourth year	A (I)	R	Lack of available rooms/facilities/faculty	Incomplete schedule	Limited facilities/faculty
	Plotting of subjects per section and year level	A(I)	R	Some students/faculty schedules do not have lunch break	Students/faculty may acquire illness due to skipping of meals	Limited facilities/faculty expertise in major courses
	Proof reading and finalization of schedules	A(I)	R	Overlapping utilization of room	Delayed start of classes	Overlooked during finalization
	Encoding of class schedules to SIAS (Student Information and Accounting System)	A(I)	R	Change of class schedule due to irregular students' schedule	Duplication of subjects on student records/students unable to enroll courses.	Low number of units enrolled by irregular students
	Printing of final faculty workload and posting of class schedules	A(O)	R	Overload of faculty members	Additional financial requirement to pay actual overload	Multitasking of faculty members (designations)

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
Pre - registration	Evaluate subjects to be taken based on curriculum	I	R	Incomplete Data / No data	Wrong subject to be enrolled	Unavailability of grades from faculty/delay in submission
		A/O	R	Wrong subject suggested	Failure to enroll offered subject, wrong subject taken	Evaluator not knowledgeable
		I/A/O	R	Misplaced form/document	Delay in enrollment process	Poor attitude of students/proximity of office
	Fill out pre registration form/plan of course work (graduate school students)	A	R	Incomplete Form	Takes too much time in filling up	Poor attitude of students
	Approval by the academic adviser	A	R	Delay in approval	Pre registration time extended	Academic Adviser not around
		O/A	R	Wrong advising or incomplete data	Failure to enroll offered subject, wrong subject taken	Pre-occupied due to multi-tasks
	Enlistment	A/I	R	Students did not enlist	Unequal distribution of students per class	No existing control on enlistment prior to registration
Registration	Before Enrollment:					
	Check subjects encoded at the SIAS vis-à-vis curriculum, ensure	A	R	Wrong data	Enroll different subject	Lack of time to check due to many reasons/

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	that all information at complete and correct					circumstances
	Generation of Class codes of the Subjects Encoded by Colleges/Institutes in the Class Scheduling (SIAS)	A	R	Curriculum not followed during the encoding of subjects in the scheduling (SIAS)	Enroll different subject	Subjects encoded in the SIAS not checked vis-à-vis curriculum
	<i>During Enrollment/Registration:</i>					
	Receipt of Pre-registration Form	I	R	Erroneous subjects enrolled	Possibility to re-enroll the right subject based on curriculum in the succeeding semesters	Lack of academic advising
	Collect Admission requirements (for new students)	A	R	Incomplete collection of admission requirements	Difficulty in the collection of admission requirements, incomplete admission requirements that causes delay	Promissory note
	Encode class codes/subjects of students based on pre-registration form	A	R	SIAS inaccessibility	Delay	No established System Maintenance Power interruption Server problem
		A	R	Erroneous Registration form	Wrong assessment,	Ineligible

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
					wrong enrolled courses/class attended, complaint, editing of registration form	handwriting/wrong input Human error due to monotonous task Error in academic advising
		A	R	Incomplete information and insufficient human resources as compared to the number of clients to be catered	Erroneous registration form	Lack of academic advising
	Check	A	R	Incomplete information	Longer waiting time/ long queue	Laziness of students to fill-out some data in the forms
	Print	A	R	Lack of printers	Longer waiting time/ long queue	Compliance of procurement policies (long processes)
	Release	O	R	Insufficient human resources to cater clients	Longer waiting time/ long queue	No approval of requested additional OUR plantilla positions
	Issue Request form for Identification Card (for <i>new</i> students)	A	R	Limited printer capacity/limited number of identification cards to be printed in a day	Additional time spent in enrolling/ long queue	Only one printer for ID processing
	Issue Request form for Identification Card (for <i>old</i> students)					
	Validation of IDs during					

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	enrolment					
	Presentation of Enrollment Form	I	R	Failure to accommodate all students who queued on a day	Dissatisfaction of clients	Personnel -in-charge has to immediately attend to other functions
	Validation of ID during enrollment	A	R	Delay in attending to clients	Dissatisfaction of clients	Personnel -in-charge has to immediately attend to other functions

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Operational Risk & Opportunity Identification Table

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
SYLLABUS PREPARATION	Identifies subject or course teacher	I/A	R	Error in faculty load and schedule/ not updated faculty load and schedule	Wrong syllabus will be prepared	Sudden changes of schedules during the start of the semester
	Prepares syllabus according to specified format	I/A/O	R	Available resources may be outdated or needed resources are not available	Faculty will rely on existing resources (updated or not updated)	New references was not requested or was not acquired
			R	Error in encoding/ Some information in the catalogue description may not be congruent to students' curriculum	Wrong entries can cause vagueness in the syllabus being prepared	There may be some changes/revisions in the curriculum which were not forwarded to the other Colleges offering the subject
			R	Format is followed but not necessarily OBE compliant	Learning outcomes will not be met	Faculty is not well versed on the OBE standards Faculty is not well versed in preparing OBE syllabus No checking of syllabus
			R	Entries for the approach, methodology and techniques may be interchanged	Learning outcomes will not be met	Faculty is not well versed on the OBE standards Faculty is not well versed in preparing OBE syllabus No checking of syllabus

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
			R	Objectives are indicated instead of learning outcomes	Learning outcomes will not be met	Faculty is not well versed on the OBE standards Faculty is not well versed in preparing OBE syllabus No checking of syllabus
			R	Estimated time allotment per chapter/topic may not be followed or implemented	Adjustment/modification of time allotment	Teacher adapts to the learning capacity of learners
			R	Prepared activities may not be effective to a respective group of students	Students may not appreciate prepared activities Learning outcomes will not be met	Minimal information about students to be handled/taught (no pre-assessment conducted)
			R	Identified materials may not be available/enough	Learning outcomes will not be met	Some students may not be able to perform well in class Faculty/student may need to provide
			R	Indicated assessment strategy may turn out to be inappropriate	Student understanding/learning on the subject is not properly assessed	Assessment becomes unreliable
			R	Some entries on the syllabus (additional information e.g. Course requirements, Evaluation and grading	May cause confusion/ disagreements	Miscommunication and adjustments

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
				System, Provision for differentiated instruction, Course Policies, attendance and deadlines, Consultation hours) is not strictly followed		
	Department reviews the syllabus and Chairperson signs submits to the College Dean for approval College Secretary or Clerk records submitted syllabus and return to faculty for implementation and preparation of IM	I/A/O	R	Delay in reviewing the syllabus or syllabus is not reviewed at all	Delay in implementing syllabus No checking Not all syllabus is checked Learning outcomes will not be met	There are no other faculty (of the same field of specialization) who can evaluate the syllabus' content
MENTORING						
Teaching-learning	Orientation of students on the syllabus	A/I	R	Differences in the interpretation of the VMGO	Confusion among students	There is no common orientation of faculty members regarding the VMGO
		A/I	O	Students give their inputs into the syllabus	Timely completion of requirements; better level of learning	

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	Confirmation of enrolment of students	A/I	R	Students who are not officially enrolled attend classes during the semester	No credit for students in the course	Failure of teacher to access official list of enrollees from the SIAS
	Use of actual teaching strategies	A/I	R	Use of single strategy that does not cater to all types of learners	Many students do not fully grasp the lesson because of diversity	Inadequate teaching strategies
		A/I	O	Enhancing teachers' competencies of using/ integrating varied teaching techniques	Improved learning of students	
	Use of instructional materials/ equipment/ facilities	I	R	Lack of instructional materials for specific courses/ learners	Poor performance of students	Insufficient budget for instructional materials
		I	R	Inappropriate use or defective laboratory equipment/ tools	Accidents during laboratory activities	Lack of training on the use of equipment/ lack of maintenance or monitoring of equipment/ tools
	Integration of inclusive education for diverse students	A	R	Non-adherence of teachers to inclusion practices	Deprivation of students from marginalized sections	Lack of training/ strategies in delivering inclusive education
		A	O	Learning from the experience of merging learners	Collaboration of diversity/ appreciation of diversity amongst students	
	Conduct of research/ thesis advising	A/O	R	Lack of supervision in research/ thesis advising	Students are delayed from graduating	Inadequate monitoring scheme of faculty members

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		A	O	Enhancing research competencies	Opportunities for best paper awards, publications and presentations	
	Implementation of RLE/ internship in the curriculum	A/I	R	Inappropriate behavior/ misbehavior of students in the field	Problems arise during RLE in the field	Lenient implementation of RLE policies
Assessment	Conduct of exercises/ quizzes	A/O	R	Not properly measuring students' competencies due to improper use of formative assessment	Feedback to improve students' learning not captured	Very few/ unvaried assessment methods and tools
		A/O	O	Improved instruction from feedback on assessment	Enhanced learning opportunities of students	
	Preparation of term examinations	A/O	R	Examination tools do not cover course content	Learning competencies not accurately measured	Lack of knowledge on exam preparation
Giving of feedback to students and parents	Reporting of student progress	A/O	R	Inaccurate scoring/ rating due to lack of scoring tool	Unfair rating of students	Lack of knowledge about scoring tools
	Reporting of grades	A/O	R	Not all entries are accepted by the SIAS	Erroneous report of grades	Grading system is not consistent with the SIAS
		A/O	R	Wrong recording of grades		Lack of focus while encoding
GRADE PREPARATION	Recording of scores/ grades of students	I	R	Incomplete raw scores entered	Invalid scores of students	Human error in encoding of scores by the faculty/misplaced requirements

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
		A	R	Wrong entry/ encoding of scores	Invalid scores of students	Human error in encoding of scores by the faculty
						Short period on grade computation/ submission -limited time
	Computation of grades based on grade distribution/ course requirement indicated in the syllabus	I	R	Wrong entry/ encoding of scores	Failed/ passed grade of the student	Unintentional error in computation of scores by the faculty ; limited knowledge on grade computation and policies
			O	Development of standard grading system/ program	Approval of the program	_____
		A	O	Development of program for grade sheets	Approval of the program	_____
		O	R	Giving of inappropriate grade to students	High percentage of failure	Different standard of faculty in giving scores/ grades
	Computation of final grades for posting to SIAS	A	O	Verification of entries by the Dep't Chair, Dean & OUR	Less error in computed final grades	_____
			R	Wrong entry/ encoding of scores	Invalid grades	Monotonous tasking
	Posting of grades to SIAS	A	R	No rectification of grades in case of wrong entry	Invalid grades of students	Lack of review/ rechecking of scores

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		A	R	Wrong grade posted	Negative impression of students to the credibility of the faculty	Lack of review/ rechecking of scores
		I	O	Enhancement of SIAS for computation of grades	Prevention of wrong calculation	_____
	Submission of hard copy to the OUR	A	R	Delayed or no submission of hard copy of grades	No back up file as reference in case of data loss	Multi- tasking of the faculty
FACULTY EVALUATION	Reproduction of Evaluation Questionnaire	I	R	No supplies available	Delayed evaluation	Untimely purchase of supplies
		A/O	R	Wrong questionnaire reproduced	Wrong evaluation	Lack of update, information not communicated
	Administration of Evaluation	I	O	Separate Office will administer the evaluation (HRDO)	Only authorized personnel will conduct the evaluation, Evaluation result is more credible, Manipulation is minimized	No designated personnel/office to conduct evaluation
		A	R	Apprehensive in giving honest evaluation to the faculty concerned (BY STUDENTS)	Not the true rating of the faculty	Grades of students are affected
		A	R	Bias in giving rating	Objectivity is compromised	To avoid low evaluation rating, camaraderie (<i>pakikisama</i>)
		O	R	Misplaced rated evaluation	Repeat evaluation	Lacks file organization

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Encoding of Score/ Computation	I/A	R	Wrong entry of score	Cannot decipher which answer to consider	Inaccurate result
	Review and Approval	I	R	Misprinted evaluation result	Wrong result	Result not reviewed prior to printing
		A	O	Assign one personnel to review the correctness of each of the result	Printed correct evaluation result	Current system has no assigned personnel to review the result
		O	R	Faculty is not amenable with the result	Pending approval of the result	Low result
	Submission of evaluation result	I	R	Incomplete result submitted	Incomplete masterlist of evaluation results, no result submitted for the particular faculty	No checklist
		A	R	Forwarded to wrong destination	No action to address result	No counter checking
		O	R	Misplaced released result	No result submitted	Lacks organized filing
		O	O	Analysis of evaluation result	Purpose of evaluation is addressed	To determine strengths and weaknesses of the faculty concerned for improvement
FACULTY EVALUATION (Class Observation)	Giving of Notice of Class observation to faculty and indication of preferred schedule	I/A/O	R	Notice did not reach the faculty	Faculty is unaware of the observation	No prepared notice
	Conduct of observation	I/A	R	No observation conducted	No evaluation system employed	Unavailability of observer and faculty

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
		O	R	Bias in observation result	Inaccurate result	No "standard" checklist
	Review and approval	I	R	Misprinted evaluation result	Wrong result	Result not reviewed prior to printing
		A	O	Assign one personnel to review the correctness of each of the result	Printed correct evaluation result	Current system has no assigned personnel to review the result
		O	R	Faculty is not amenable with the result	Pending approval of the result	Result not reviewed prior to printing
	Submission of evaluation result	I	R	Incomplete submitted result	Incomplete master list of evaluation results, no result submitted for the particular faculty	No checklist
		A	R	Forwarded to wrong destination	No action to address result	No counter checking
		O	R	Misplaced released result	No result submitted	Lacks organized filing
	CORRECTIVE MEASURE					
	One on one conference between the faculty and the Dean	I/A	R	Conference did not ensue	Reschedule conference	Unavailability of the faculty and/or the Dean

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
Evaluation of Students	Semestral Evaluation of academic requirements of all year level	A	O	Additional plantilla Registrar position to do academic evaluation every semester	Less expenses for students, earlier detection of deficiencies	
	Evaluation of Academic Records					
	Evaluate academic records of all Fourth year, Fifth year and Sixth year students	A	R	Miss out names of students in the evaluation	Some students are not included in the list of graduates	Different/ erroneous year level encoded in the SIAS
	Counter checking by the Colleges/Institutes	A	R	Some colleges/institute do not give back the re-evaluated lists	Some students are not included in the list of graduates	No counter-checking
	Final evaluation by OUR	A	R	Some names included by the colleges/institutes in the list have academic deficiencies	Names will not be included	Some colleges/institutes rely on what the students are writing in their checklist
	Compute general weighted average of all prospective graduating students	A	R	Miss out names of students in the computation	Addendum list	Wrong year level filled-out by students in their pre-registration forms
	Evaluate if subjects taken are based on curriculum	A	R	Deletion of names due to non compliance with the curriculum	High GWA but disqualified	Insufficient/ lack of academic advising
	Check the names of students who are qualified (grades must be 1.75 or better)	A	R	Erroneous computation	High GWA but disqualified	Insufficient/ lack of academic advising
	Colleges will countercheck the list from OUR for addition/deletion of names of students vying for honor	A	R	Counter checking	Addendum list	No counter-checking
	Re-evaluation/re-computation at the OUR	A	R	Counter checking	Addendum list	No counter-checking
	Evaluation of Non-Academic Requirements of new students					

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Inspect, re-check documents submitted	I	R	Incomplete documents submitted	High percentage rate of submitting promissory note; pending requests and/or late finalization of list for Graduates	There are circumstances wherein students cannot produce needed document during enrollment period
	Request Form 137-for BS Degree and Short Courses, Official Transcript of Records in their last school attended for Transferees/Graduate School (if Transfer Credential is submitted)	A	R	Weak retrieval of documents from the last school attended by the student	Incomplete file; pending requests and/or late finalization of list for Graduates	No/delay in the response of the last school they have attended
	Computation of General Weighted Average for Achievers	A	R	Names not included in the list of achievers	Not declared as an achiever and for some special cases has to pass through deliberation for inclusion in the list of Academic Achievers	Enrolled different subjects based on curriculum
Recommendation of Candidates by the Academic Council (College and University) and Approval by the BOR	College Academic Council Meeting	I	R	Incomplete list of students	Student not included in the list will not be endorsed to University Academic Council	Student (s) are listed to have deficiencies
		I	R	The list includes students with deficiencies	Delay in the release of final list of candidates for graduation of the College/Institute	Late submission of grades, late in the submission of other documents (NSO Birth Certificates, Form 137)
		A	R	Late conduct of College Academic Council meeting		Late finalization of list of candidates for graduation of the College
		O	R	The list of candidates for graduation is not finalized during		Extension in the submission deficiencies

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
				the meeting		
	University Academic Council Meeting	I	R	Incomplete list of students	Student not included in the list will not be recommended for approval by the BOR	Student (s) are listed to have deficiencies
		I	R	The list includes students with deficiencies	Delay in the release of final list of candidates for graduation of the University	Late submission of grades, late in the submission of other documents (NSO Birth Certificates, Form 137)
		A	R	Late conduct of University Academic Council meeting		Late finalization of list of candidates for graduation of the University
		O	R	The list of candidates for graduation is not finalized during the meeting		Extension in the submission deficiencies
	BOR Meeting	I	R	Incomplete list of students	Student will have to re-enroll and graduate the following term	Student (s) are listed to have deficiencies
		I	R	The list includes students with deficiencies	The student(s)' name will have be included in the list of graduates if not corrected	Grades and documents which were not submitted on time (NSO Birth Certificates, Form 137)
		A	R	The BOR would not like that the list of graduates be approved through a referendum	Approval of the list of graduates could not be done	Changes in the policies of the BOR
		A	R	Late conduct of BOR meeting	Approval of the list of graduates could not be done	Common schedule for members of the board could not be set
					Students Official Transcript of Records (OTR and Diploma will not be released	

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
New Curriculum Development	Conduct feasibility study	A	O	High possible takers of the course	Development of curriculum	In demand industry to hire graduates
		A	R	Low possible takers of the course	Possibility that the course will not be offered	Limited industry to hire graduates
	Prepare curriculum proposal	A	O	Development of the new curriculum to be offered	Approval of the program	Offering of the new program
		A	R	Non compliance to basic requirements (feasibility study, faculty requirements, facility requirements, etc.)	Revise and comply with needed requirements Delay in the development of the new curriculum	Lacking documents/ Documents not ready for submission to the curriculum committee
	Present proposal to the University Curriculum committee and to the Academic Council	A	R	Delay in the approval of the proposal by the Curriculum Committee and Academic Council	Delay in the offering of the new curriculum	Non compliance to basic requirements (feasibility study, faculty requirements, facility requirements, etc.)
	Submit to CHED for Approval	A	R	Delay in the approval of the proposal by CHED	Delay in the offering of the new curriculum	Non compliance to basic requirements (feasibility study, faculty requirements, facility requirements, etc.)
	Present CHED approved proposal to the BOR	A	R	Delay in the approval of the proposal by the BOR	Delay in the offering of the new curriculum	BOR meeting has specific schedule that needs to be followed BOR members needs to

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
						clarify some things and clarifications will be presented in the next BOR meeting
Curriculum Revision	Counter checking/ Review of existing curriculum	A	O	Improvement of existing curriculum	Offering of improved curriculum	More efficient graduates of the program to be revised
	Recheck subject offering for possible repositioning	A	O	Number of offered units per semester will be fixed	Good academic loading per semester	Appropriate distribution of units and courses per semester to be taken by the student
		A	R	Subjects offered by service colleges may be affected	Schedule and loading of faculty members will be affected Prone to overloading Repositioning of subjects	Number of teaching units per semester will be changed
	Add new CHED mandated courses	A	R	Insufficient resources to accommodate/ handle new course	Delay in the offering of the revised curriculum	No provision for new trends/updates
	Present revised curriculum proposal to the University Curriculum committee and to the Academic Council	A	R	Delay in the approval of the revised curriculum proposal by the Curriculum Committee and Academic Council	Delay in the offering of the revised curriculum	Lacking documents/ Documents not ready for submission to the curriculum committee
	Submit revised curriculum	A	R	Delay in the approval of the	Delay in the offering of the	Lacking documents/ Documents

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	to CHED for approval			revised curriculum proposal by CHED	revised curriculum	not ready for submission to the curriculum committee
	Present CHED approved revised curriculum proposal to the BOR	A	R	Delay in the approval of the revised curriculum proposal by the BOR	Delay in the offering of the revised curriculum	BOR meeting has specific schedule that needs to be followed BOR members needs to clarify some things and clarifications will be presented in the next BOR meeting
IMs Preparation	Prepares IM (if faculty intends to prepare an IM for the subject)	A	R	Production of different IMs for same subject	No standard method and content	Academic freedom
			O	Diversified way of learning and resources		
			R	Linkage to private entity in producing IMs	Production of numerous unevaluated IMs is distributed and utilized in the University	IMs are produced without undergoing University evaluation
	Department evaluates/Peer evaluates (3 Peers)	A	R	Delay in reviewing the IM or IM is not reviewed at all	Delay in endorsement of IM to the College Instructional Materials Development Committee	There are no other peers (of the same field of specialization) who can evaluate the IM
	Pilot Tests for one term in the classroom	A	R	No monitoring is done during the pilot testing	Duration of pilot testing is shortened	No assigned personnel is assigned to monitor pilot testing

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
					Actual Pilot testing may not be done Purpose of pilot testing is not achieved	
	Department reviews and Department Chairperson endorses the IM to the College Instructional Materials Development Committee	A/O	R	Concept errors are not minimized/lessened	Review of the IM may not be done	The Department Chairperson does not have the specialization needed in a particular subject/course's IM review
	College Instructional Materials Development Committee reviews and Dean/Director endorses the material to the University Instructional Materials Development Committee	I/A/O	R	Delay in endorsing IM to the College Dean	Delay in endorsing the IM to the College Dean	Members of the College Instructional Materials Committee may lack required specialization for a particular IM
	University Instructional Materials Development Committee meets and reviews the materials and endorses Committee	A	R	Delay in review, approval and endorsement of the IM to IPRO for ISBN/ISSN Only technical evaluation is done	Delay in implementation of IM	Members of the University Instructional Materials Committee may lack required specialization for a particular IM Faculty will have difficulty to look

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	endorses IM to IPRO					for external expert to evaluate the IM
	IPRO applies for ISBN/ISSN	A	R	Granting of ISBN/ISSN for the IM is delayed	Delay in production and implementation of IM	Processing of ISBN/ISSN is processed by batch depending on the number of IMs submitted
	Production of IM	A/O	R	Author/authors look for printing center for their IM	No standard pricing of IMs	University has no facility for production of IM

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
Provision of Student Development and Wellness Services (Guidance and Counseling, Scholarships and Grants, Vocational and Placement, Student Discipline, Student Organizations and Activities, Student Housing, Issuance of Certificates)	Ascertain Identity of Client	I	R	personnel missed to ascertain identity of client before providing requested service/document	confidential information is provided to inappropriate client which may risk the lives of the students	lack of information on the implications to clients and the university of issuing information without ascertaining the identity of the requesting party
	Assess Needs	A	R	Client was directed to the wrong office	client keeps vacillating from one office to another resulting to dissatisfaction	personnel is not so familiar with the services offered by each unit
	Provision of Service	A	R	personnel-in-charge is not available to immediately attend to the client	delayed provision of client's needs resulting to dissatisfaction	personnel-in-charge is attending to other functions; lack of personnel in each unit

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	Conduct follow-up	A	R	personnel failed to follow-up client	no update on the progress of the client	personnel-in-charge has to attend to other functions and clients; lack of personnel in each unit
	Make appropriate report or feedback	O	R	office personnel missed to immediately prepare a report or prepared inaccurate report	late submission of report to requesting parties; inaccurate data	personnel-in-charge has to immediately attend to other functions
	Issue Report	O	R	personnel failed to issue appropriate report	unsatisfied clients	personnel-in-charge has to immediately attend to other functions
Provision of Health Services (Medical and Dental consultations, Pre-enrollment and Pre-employment Physical Examination)	Identification of Needs/Purpose	I	R	Attending personnel did not accurately identify the needs of the patient	Delay in service	Longer time in the preparation of health records.

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Checking and verification of requirements	I	R	lost ID/nonvalidated ID (consultation)	No consultation/services	Students are not well-oriented on UHS policies
				Incomplete Requirements (PE)	Delay in enrollment (for students) ; delay in detecting underlying medical condition of newly hired employee which causes eventual delay of appropriate medical intervention.	Insufficient orientation regarding pre-enrollment Physical Examination requirements
	Bringing out of health record (Consultation)	I	R	Lost or misfiled health record	Delayed treatment due to prolonged time in locating health record.	No staff designated to particularly monitor the filing system.
	History taking and vital signs recording (PE and Consultation)	I	R	Unreliable data entered in the health record	Misdiagnosis and Mismanagement	Lack of privacy in the history taking that makes patient reluctant in divulging medical problems; multitasking nature of UHS staff tasks, sudden influx of clients

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Assessment and diagnosis (PE & consultation)	A	R	Missed Diagnosis/ Misdiagnosis	Delayed treatment and recovery	unreliable data entered on health record
	Treatment/ Management (PE and consultation)	A	R	Mismanagement	Delayed recovery, Low grades, incomplete grades due to prolonged absences from class	Misdiagnosis
	Prescription of Medicines (PE and consultation)	O	R	Delayed recovery	Spread of infection	Patient did not take full dose of medicine due to insufficient instruction on the importance of taking full dose of prescribed medications
	Referral for special cases (PE & consultation)	O	R	Worsening of health condition	Spread of infection	Noncompliance to referral due to insufficient advise on the importance of the referral and the consequences of noncompliance to management from a medical specialist/hospital.
		O	R	Decreased efficiency in teaching/decreased efficiency in the delivery of services	Insufficient knowledge gained by students; insufficient delivery of services	

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Follow-up (PE and consultation)	O	R	No Follow-up consultation conducted	Delayed recovery; spread of infection	Noncompliance to referral due to insufficient advise on the importance of the referral and the consequences of noncompliance to management from a medical specialist/hospital.
	Issuance of Medical/ Dental Certificate/ Slip	O	R	Delay in the issuance of Medical/Dental Certificate	Delay in admission to class; delay in enrollment	Patient is not fully recovered
		O	R	non-issuance of Medical Certificate	Non-admission to class; delay in enrollment; delay in the completion of required documents for employment	No consultation/PE done prior to request for medical certificate due to lack of proper orientation on Clinic policies.
	Selection of Library Resources	I	R	Failure to meet criteria for scholarly works	Non usage of the material	Selectors failed to properly evaluate the suitability of materials

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Acquisition	I	R	Failure to comply with accreditation standards	Nonsatisfactory rating from accrediting bodies (AACUP, CHED for COPC)	Library personnel failed to get updates from the colleges (teachers) as to needed and required library resources
Library Technical Services	Selection of Library Resources	I	R	Failure to meet criteria for scholarly works	Non usage of the material	Selectors failed to properly evaluate the suitability of materials
	Acquisition	I	R	Failure to comply with accreditation standards	Nonsatisfactory rating from accrediting bodies (AACUP, CHED for COPC)	Library personnel failed to get updates from the colleges (teachers) as to needed and required library resources
	Technical or Cataloging	A	R	Wrong entries in the system and shelves	Library users and personnel have difficulty locating resources resulting to delayed transaction	multi-tasking nature of ULIS staff tasks; sudden influx of clients
Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s

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	Maintenance and preservation of Library resources	A	R	Mutilation, age of materials, exposure to elements	un usable materials	intentional destruction and poor condition of the materials
	Inventory	A	R	Power interruption and system failure	incomplete inventory	System not working
	Disposal/Weeding	A	R	Un-intentional disposal/weeding	Loss of valuable information and materials	Improper evaluation
Library Circulation Services	Presentation of Enrollment Form	I	R	Failure to accommodate all students who queued on a day	dissatisfaction of clients	Personnel -in-charge has to immediately attend to other functions
	Validation of ID during enrollment	A	R	Delay in attending to clients	dissatisfaction of clients	Personnel -in-charge has to immediately attend to other fucntions
	Loaning of library resources	A	R	Failure to present valid I.D.	Delay and refusal to borrow	Users do not follow or not aware of the rules
	Returning of borrowed material (room use or loaned out)	A	R	Mis-shelve library resources	Delayed issuance of resource material to succeeding client	personnel-in-charge has to attend to other functions and clients; lack of personnel in each unit

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
Student Records Management	Student Records Database	O	O	Hiring of Job Order Personnel to backtracked student data, create database for RTOS, inactive files, and create a Registry	Easy retrieval of files, lessen processing time which is the clamor of all clients	
	Gradesheets	A	R	incomplete file/collection for hard copies of gradesheets	no hard copy to counter check the grades of students in case there are problems that will arise (hard copy prevails)	weak policy in the collection of hard copies of gradesheets
	Records Transferred to other Schools (RTOS)	A	R	Misfiled documents	longer time for traceability	inadequate number of people in-charge of the maintenance of documents, lack of space and storage equipment
	Dead Files (Files of students who graduated)	A	R	Misfiled documents	longer time to locate the records	inadequate number of people in-charge of the maintenance of documents, lack of space and storage equipment
	Active Files (Files of Currently enrolled students)	A	R	incomplete collection of admission requirements	delay due to incomplete data/information/documents	difficult to produce the needed admission requirements and accomplishment of promissory note

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Inactive Files (not enrolled students)	A	R	Misfiled documents	it takes longer time to locate for the records of clients	misfiled due to bulk of requested documents, inadequate number of people in-charge of the maintenance of documents, overlapping urgent tasks/ services to be attended to, lack of space
Release of Academic Records	Online Request for release of Academic Records	A	O	Hiring of JOP (IT) to develop system for online request to address the clamor of OFWs, OU students, and other students who cannot come personally to submit request.	lessen long queue to file requests, lessen printing expenses for request forms, lessen travel expenses of requestor; requestor will be informed earlier for any additional requirements	
	Release of Academic Records					
	Interview client	A	R	does not reveal the right information/wrong information	longer time to search for the record, waste of time	only authorized personnel are being sent
	Ask for Identification Card	A	R	no valid identification card	tendency of releasing document to another person	impersonification
	Issue request form	A	R	incomplete information	waste of time	erroneous information, forgot their scholastic history
	Assess payment	A	R	erroneous assessment-refund or additional payment, no refund	waste of resources	erroneous information given by the client, the truth not revealed

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Locate file of the students	A	R	window in-charge has to leave the counter/client to look for the records	longer waiting time	insufficient manpower; improperly filed documents
	Check for the completeness	A	R	lack of required documents	no document, no issuance	promissory note
	Schedule for pick up (10 working days for OTR & True Copy of Grades and 5 working days for certifications)	A	R	urgent requests	queue of requested documents will be disrupted/other requests will be delayed	deadlines in employment, board/ bar exams, promotion
	Issue claim stub	A	R	claim stub not given	no claim stub, no issuance (Affidavit of Loss)	multitasking of window-in-charge (forgot to give) due to other demanding/ arrogant clients
	Give to the processor in-charge (first come-first serve basis)	A	R	10/ 5 working days will be exhausted	bulk of requests, multi-functions of personnel	insufficient personnel
	Processor in-charge will input necessary information in the SIAS and print	A	R	incomplete information, system (SIAS) errors	exhaust the processing time (it can be lesser if with complete and accurate info/ backtracked data)	insufficient personnel to backtrack; lacking SIAS features or occurrence of errors
	Check the information on the OTR, True Copy of Grades, certifications, etc.	A	R	incomplete information	exhaust the processing time (it can be lesser if with complete info/ backtracked data)	insufficient personnel (Registrars) to check
	Processor in-charge will input corrections and finalize the document and sign	A	R	corrections not inputted; system (SIAS) errors	returned OTR/ certification for correction	multitasking of personnel; beating the deadline; lacking features for SIAS or occurrence of errors

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Process	Activities	I/A/O	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
	Re-check and sign	A	R	forgot to recheck	returned OTR/ certification for correction	multitasking of personnel; beating the deadline
	Final check and signature by the Director	O	R	unsigned	returned OTR/ certification for correction	bulk of work
	Log finished document	A	R	forgot to log	non traceability of issued documents	multitasking of window-in-charge (forgot to log) due to other demanding/ arrogant clients
	Upload on the Facebook account of the Office of the University Registrar	A	R	cannot be accessed by all requestors	claiming will be on the due date even if it was already processed earlier	some do not have facebook account/ internet access
	For claiming, surrender claim stub	A	R	lost claim stub	affidavit of loss (additional expense for the requestor)	forgetfulness of claimant

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Risk Assessment Table

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
Application and Conduct of the BSU-College Qualifying Examination (CQE)	Issuance of Application Form	Clients with incomplete requirements were overlooked and were able to take the BSU-CQE	15	5	5	1	1	15	2	Prevention - indicated in application form and posters, website; applicants are oriented upon getting application forms Detection -application documents of clients with incomplete requirements are not accepted; Mitigation -'considerations' are extended, sample of appropriate documents are shown to clients	0.1	3	Negligible	NS
	Issuance of Statement of Accounts (SAO)	Non-issuance of SAO	5	5	1	1	1	5	3	Prevention -TMDU personnel is consistently reminded of this process	0.25	3.75	Negligible	NS
	Issuance of Test Permit	Inaccurate details in the test permit	20	1	1	1	1	20	3	Prevention -"No Permit, No Exam Policy is indicated in the test permit, and is reiterated upon release of Test Permit; Detection -check of permit before entry to testing room; Mitigation -re-scheduling with	0.25	15	Acceptable	NS

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
										minimal fee				
	Conduct of Qualifying Examination	Examiner did not follow the standard testing procedures	20	1	1	1	10	20	1	Prevention -examiners are reminded to familiarize before every testing session; Detection -conduct of pre-conference to monitor readiness of CQE team; Mitigation -CQE is conducted by a team for 'check and balance'	0.25	5	Negligible	NS
	Scoring of CQE	Erroneous score recorded by the personnel	20	5	1	1	10	20	2	Prevention -scoring stencils are utilized; Detection -the database system detects exceeds the maximum possible score; Mitigation -check and recheck of scores	0.25	10	Acceptable	
	Release of CQE results to Colleges	Delayed release of results	20	10	1	5	1	20	3	Prevention - testing sessions are strategically scheduled; Mitigation -seek assistance from available other qualified OSS personnel	0.25	15	Acceptable	NS
	Release of Results to	Results are erroneously	20	10	1	5	1	20	2	Prevention - clients are requested to present their ID as they claim;	0.25	10	Acceptable	NS

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
	Applicant	released to other people/ applicants								re-check of test permit; clients are requested to re-check the names in the Results released to them before they leave the office				
Screening of Applicants	Receiving of CQE results	Delay in the issuance of the CQE results	5	5	1	1	1	5	2	Implementation of the control measure	0.25	2.5	Negligible	NS
	Screening of applicants based on CQE results and other requirements	Incomplete submission of requirements	10	5	5	1	5	10	3	Monitoring of the control measure	0.25	7.5	Acceptable	NS
		Submission of falsified documents	10	10	5	1	5	5	2	Implementation of the control measure	0.1	2	Negligible	NS
		Deviation from the requirement of the program	5	5	1	5	5	5	2	Monitoring of the control measure	0.25	2.5	Negligible	NS
	Forwarding of the screening results to	Delay in the submission of the list	10	5	5	5	5	10	3	Monitoring of the control measure	0.25	7.5	Acceptable	NS

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			C	O	F	I	L	Overall						
	OUR													
Issuance of Notice of Admission	Receive Assessment from the Respective Colleges	Incomplete Information	5	5	1	1	1	5	3	Re-checking by the process owner	0.25	3.75	Acceptable	NS
			5	5	1	1	1	5	3	Re-checking by the process owner	0.25	3.75	Acceptable	NS
		Erroneous information/data	5	5	1	1	1	5	2	Strict implementation of the policy	0.25	2.5	Negligible	NS
			5	5	1	1	1	5	3	Let the applicants countercheck with the admission in-charge	0.25	3.75	Negligible	NS
			5	5	1	1	1	5	2	Update admission in-charge on colleges/institutes admission policy every start of the semester	0.25	2.5	Negligible	NS
		Not registered in the logbook	10	5	1	1	1	5	2	Re-checking by the process owner	0.25	2.5	Negligible	NS
		Not stamped immediately when received	10	5	1	1	1	10	2	Re-checking by the in-charge, always use logbooks when receiving documents	0.25	5	Acceptable	NS
		Misplaced	5	5	1	1	1	5	2	Assigned people in-charge in	0.25	2.5	Negligible	NS

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			C	O	F	I	L	Overall						
		documents								receiving a particular document for traceability				
	Preparation of Notice of Acceptance/ Admission/ Result	Wrong Information	5	5	1	1	1	5	2	Re-checking of entries before releasing	0.25	2.5	Negligible	NS
	Release of Notice of Acceptance/ Result	Erroneous address /information	10	5	1	1	1	10	3	Re-checking of all information before releasing	0.25	7.5	Acceptable	NS

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
Workload and Class Schedule Preparation	Preparation of General Education Subjects from service college/institutes/ departments	Conflict laboratory schedules with General Education lecture schedules	10	10	1	1	1	10	4	Plotting of laboratory schedules first before lecture classes	0.25	10	Acceptable	NS
	Preparation and submission of different departments on Professional Education subjects for faculty workload, room utilization and class schedules from first year to fourth year	Lack of available rooms/facilities/faculty	5	5	1	1	1	5	5	Checking of available rooms in other departments/ hiring of faculty to replace retirees	0.5	12.5	Acceptable	NS
	Plotting of subjects per section and year level	Some students/faculty schedules do not have lunch break	5	5	1	1	1	5	2	Changing of class schedule for an hour break/splitting of class schedule	0.25	2.5	Negligible	NS

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
	Proof reading and finalization of schedules	Overlapping utilization of room	5	5	1	1	1	5	4	Checking of available rooms from other departments	0.25	5	Negligible	NS
	Encoding of class schedules in the SIAS (Student Information and Accounting System)	Change of class schedule due to irregular students' schedule	5	5	1	1	1	5	4	Consideration of irregular schedules before encoding to SIAS	0.25	5	Negligible	NS
	Printing of final faculty workload and posting of class schedules	Overload of faculty members	10	10	10	5	5	10	5	Payment of maximum 6 units overload	0.75	37.5	Moderate	Significant
Pre - registration	Evaluate subjects to be taken based on curriculum	Incomplete Data / No data	20	1	5	5	1	20	4	Provision of complete list of subjects per year level including pre requisites, policies on submission of grades	0.25	20	Moderate	Significant
		Wrong subject	20	1	5	5	1	20	4	Orientation of	0.25	20	Moderate	Significant

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
		suggested								enrolment clerk and enrollment adviser				
		Misplaced form/document	15	5	1	5	1	15	4	Orientation of students; Issue advisories	0.25	15	Moderate	Significant
	Fill out pre registration form / plan of course work (graduate school students)	Incomplete Form	5	1	1	1	1	5	4	Orientation of students; Issue advisories	0.25	5	Negligible	NS
	Approval by the academic adviser	Delay in approval	10	1	1	5	1	10	3	Reschedule meetings and trainings	0.25	7.5	Negligible	NS
		Wrong advising or incomplete data	20	1	5	5	1	20	4	Orientation of academic adviser	0.25	20	Moderate	Significant
	Enlistment	Students did not enlist	10	1	1	1	1	10	3	Orientation of students; Issue advisories	0.25	7.5	Negligible	NS
Registration	Before Enrollment:													
	Check subjects encoded	Erroneous data	20	10	1	1	1	20	3	Re-checking by	0.25	15	Acceptable	NS

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			C	O	F	I	L	Overall						
	at the SIAS vis-à-vis curriculum, ensure that all information at complete and correct									the process owner before encoding and releasing				
	Generation of Class codes of the Subjects Encoded by Colleges/Institutes in the Class Scheduling (SIAS)	Curriculum not followed during the encoding of subjects in the scheduling (SIAS)	20	10	1	1	1	20	3	Re-checking by the process owner before generating in the SIAS	0.25	15	Acceptable	NS
	<i>During Enrollment/Registration:</i>													
	Receipt of Pre-registration Form	Erroneous subjects enrolled	20	10	1	1	1	20	2	Re-checking by process owner before encoding	0.25	10	Acceptable	NS
	Collect Admission requirements (for new students)	Incomplete collection of admission requirements	10	5	1	1	1	10	3	Check list of requirements	0.25	7.5	Acceptable	NS
	Encode class codes/subjects of	Sudden inaccessibility of	10	10	1	1	1	10	3	Standby ICT personnel in case	0.25	7.5	Acceptable	NS

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			C	O	F	I	L	Overall						
	student based on pre-registration form	SIAS								of problems encountered				
		Erroneous Registration form	20	10	1	1	1	20	3	Strict implementation of the academic advising, send them back to their respective colleges/institutes for proper advising	0.25	15	Acceptable	NS
		Incomplete information and insufficient human resources as compared to the number of clients to be catered (unequal personnel-client	20	10	1	1	1	20	3	Re-checking by process owners	0.25	15	Acceptable	NS

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			C	O	F	I	L	Overall						
	Check	Incomplete information	20	10	1	1	1	20	3	Re-checking by process owners	0.25	15	Acceptable	NS
	Print	Lack of printers	20	10	1	1	1	20	3	Requested heavy duty printers	0.25	15	Acceptable	NS
	Release	Insufficient human resources to cater clients	20	10	1	1	1	20	3	Re-checking by process owners	0.25	15	Acceptable	NS
	Issue Request for Identification Card (for new and old students)	Limited printer capacity/limited number of identification cards to be printed in a day	20	10	1	1	1	20	3	Re-checking by process owners	0.25	15	Acceptable	NS
	Validation of ID during enrollment													
	Presentation of Enrollment Form	Failure to accommodate all students who	10	5	1	1	1	10	1	<u>Prevention</u> - Library is open on Saturdays to	0.25	2.5	Negligible	NS

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			C	O	F	I	L	Overall						
		queued on a day								accommodate clients. Mitigation - ULIS employee-in-charge do overtime to accommodate more clients				
	Validation of ID during enrollment	Delay in attending to clients	15	5	1	5	1	15	2	Prevention - Library is open on Saturdays to accommodate clients. Mitigation - ULIS employee-in-charge do overtime to accommodate more clients	0.25	7.5	Negligible	NS

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			C	O	F	I	L	Overall						
Syllabus Preparation	Identifies subject or course teacher	Error in faculty load and schedule/ not updated faculty load and schedule	1	10	1	1	1	10	5	Faculty load and schedule are being checked by the faculty before signing	0.50	25	Moderate	Significant
	Prepares syllabus according to specified format	Available resources may be outdated or needed resources are not available	10	1	1	1	1	10	3	Library gets list of needed books from the Colleges or Department but purchase of books is subject to availability of funds	0.25	7.5	Acceptable	NS
		Error in encoding/ Some information in the catalogue description may not be congruent to students' curriculum	5	5	1	1	1	5	5	Department Chairperson/Co-teacher counterchecks syllabus	0.50	12.5	Acceptable	NS

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			C	O	F	I	L	Overall						
		Format is followed but not necessarily OBE compliant	5	5	1	1	1	5	5	Colleges conduct seminar-workshop on preparing OBE syllabus	0.50	12.5	Acceptable	NS
		Entries for the approach, methodology and techniques may be interchanged	5	5	1	1	1	5	5	Faculty members seek help from those knowledgeable faculty members on AMT	0.75	18.75	Acceptable	NS
		Objectives are indicated instead of learning outcomes	5	5	1	1	1	5	5	Department Chairperson/ Program Coordinator counterchecks syllabus	0.75	18.75	Acceptable	NS
		Estimated time allotment per chapter/topic may not be followed or implemented	5	5	1	1	1	5	4	Department Chairperson/ Program Coordinator counterchecks syllabus	0.25	5	Acceptable	NS
		Prepared activities	10	5	1	1	1	10	4	Faculty adjusts/prepares	0.25	10	Acceptable	NS

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			C	O	F	I	L	Overall						
		may not be effective to a respective group of students								new activities				
		Identified materials may not be available/enough	10	5	1	1	1	10	5	Request for materials, supplies (subject to availability of funds)	0.25	12.5	Acceptable	NS
		Indicated assessment strategy may turn out to be inappropriate	10	5	1	1	1	10	4	Faculty implements necessary adjustment/s and/or corrections	0.50	20	Acceptable	NS
		Some entries on the syllabus (additional information e.g. Course requirements,	10	5	1	1	1	10	3	Faculty implements necessary adjustment/s and/or corrections	0.50	15	Acceptable	NS

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			C	O	F	I	L	Overall						
		Evaluation and grading System, Provision for differentiated instruction, Course Policies, attendance and deadlines, Consultation hours) is not strictly followed												
	Department reviews the syllabus and Chairperson signs submits to the College Dean for approval College Secretary or Clerk records submitted	Delay in reviewing the syllabus or syllabus is not reviewed at all	10	10	1	1	1	10	3	Faculty/colleague teaching the same subject reviews syllabus before submitting to the Department Chairperson and College Dean	0.5	15	Acceptable	NS

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			C	O	F	I	L	Overall						
	syllabus and return to faculty for implementation and preparation of IM													
Syllabus Preparation	Identifies subject or course teacher	Error in faculty load and schedule/ not updated faculty load and schedule	1	10	1	1	1	10	5	Faculty load and schedule are being checked by the faculty before signing	0.50	25	Moderate	Significant
Teaching-learning	Orientation of students on the syllabus	Differences in the interpretation of the VMGO	5	5	1	5	1	5	2	Monitoring by chairpersons	0.75	7.5	Acceptable	NS
		Students give their inputs into the syllabus												
	Confirmation of enrolment of students	Students who are not officially enrolled attend	20	10	1	15	5	20	4	Obtaining official list from SIAS on the first day of class for	0.25	20	Acceptable	NS

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			C	O	F	I	L	Overall						
		classes during the semester								attendance				
	Use of actual teaching strategies	Use of single strategy that does not cater to all types of learners	10	1	1	15	5	15	3	Observation and feedback of chairperson to the teacher	0.5	22.5	Moderate	Significant
		Enhancing teachers' competencies of using/ integrating varied teaching techniques												
	Us of instructional materials/ equipment/ facilities	Lack of instructional materials for specific courses/ learners	15	1	1	10	5	15	4	Repair & purchase of instructional materials	0.5	30	Moderate	Significant
		Inappropriate use	25	20	20	20	15	25	2	Regular calibration/	0.5	25	Moderate	Significant

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			C	O	F	I	L	Overall						
		or defective laboratory equipment/ tools								checking of laboratory equipment and tools				
	Integration of inclusive education for diverse students	Non-adherence of teachers to inclusion practices	20	1	1	20	20	20	2	Accommodation and differentiated instruction	0.25	10	Acceptable	NS
		Learning from the experience of merging learners												
	Conduct of research/ thesis advising	Lack of supervision in research/ thesis advising	20	5	1	20	20	20	4	Closer monitoring on students' progress	0.75	60	Extreme	Significant
		Enhancing research competencies												
	Implementation of RLE/ internship in the	Inappropriate behavior/	20	10	5	20	20	20	4	Monitoring by supervising faculty	0.75	50	Extreme	Significant

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			C	O	F	I	L	Overall						
	curriculum	misbehavior of students in the field								members				
Assessment	Conduct of exercises/ quizzes	Not properly measuring students' competencies due to improper use of formative assessment	20	1	1	10	5	20	4	Monitoring of existing assessment activities	0.75	60	Extreme	Significant
		Improved instruction from feedback on assessment												
	Preparation of term examinations	Examination tools do not cover course content	20	1	1	15	1	20	3	Use of TOS as basis in exam preparation	0.5	30	Moderate	Significant
Giving of	Reporting of student	Inaccurate	20	1	1	15	1	20	3	Use of few scoring tools	0.5	30	Moderate	Significant

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			C	O	F	I	L	Overall						
feedback to students and parents	progress	scoring/ rating due to lack of scoring tool												
	Reporting of grades	Not all entries are accepted by the SIAS	20	1	1	20	5	20	4	Rectification measures by faculty are implemented	0.5	40	Moderate	Significant
		Wrong recording of grades	20	1	1	20	5	20	4	Rectification measures by faculty are implemented	0.5	40	Moderate	Significant
Grade preparation	Recording of scores/ grades of students	Incomplete raw scores entered	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS
		Wrong entry/ encoding of scores	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS
	Computation of grades based on grade distribution/ course requirement indicated in the	Wrong entry/ encoding of scores	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS

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			C	O	F	I	L	Overall						
	syllabus													
		Giving of inappropriate grade to students	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS
	Computation of final grades for posting to SIAS	Wrong entry/ encoding of scores	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS
	Posting of grades to SIAS	No rectification of grades in case of wrong entry	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS
		Wrong grade posted	10	5	5	1	5	10	3	Re-checking	0.25	7.5	Acceptable	NS
	Submission of hard copy to the OUR	Delayed or no submission of hard copy of grades	10	5	5	1	5	10	1	Re-checking	0.10	1	Negligible	NS
FACULTY EVALUATION	Reproduction of Evaluation Questionnaire	No supplies available	1	15	1	1	1	15	2	schedule purchase of supplies in advance	0.25	7.5	Acceptable	NS

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Risk Assessment Table

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Process	Activities	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
			C	O	F	I	L	Overall						
		Wrong questionnaire reproduced	1	10	1	1	1	10	2	Check questionnaire prior to reproduction	0.25	5	Negligible	NS
	Administration of Evaluation	Apprehensive in giving honest evaluation to the faculty concerned (BY STUDENTS)	15	1	1	5	1	5	5	short orientation prior to the conduct of evaluation	0.25	6.25	Acceptable	NS
		Bias in giving rating	5	1	1	5	1	5	4	reminders to consider objectivity in rating	0.25	5	Negligible	NS
		Misplaced rated evaluation	1	10	1	1	1	10	2	improve filing system	0.25	5	Negligible	NS
	Encoding of Score/ Computation	Wrong entry of score	1	10	1	1	1	10	4	reminders in answering the questionnaire prior to the conduct of evaluation	0.25	10	Acceptable	NS
	Review and Approval	Misprinted evaluation result	1	10	1	1	1	10	2	review prior to printing and approval	0.25	5	Acceptable	NS

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			C	O	F	I	L	Overall						
		Faculty is not amenable with the result	1	15	1	1	1	15	3	review evaluation	0.25	11.25	Acceptable	NS
	Submission of evaluation result	Incomplete result submitted	1	10	1	1	1	10	2	Check printed results if each faculty has evaluation result	0.25	5	Negligible	NS
		Forwarded to wrong destination	1	10	1	1	1	10	2	presence of receiving record book/copy	0.25	5	Negligible	NS
		Misplaced released result	1	10	1	1	1	10	2	check documents for submission	0.25	5	Negligible	NS
	Giving of Notice of Class observation to faculty and indication of preferred schedule	Notice did not reach the faculty	1	5	1	1	1	5	2	presence of receiving record book	0.25	2.5	Negligible	NS
	Conduct of observation	No observation conducted	1	15	1	1	1	15	4	further coordination as regards to schedule	0.25	15	Acceptable	NS
		Bias in observation result	1	5	1	1	1	5	3		1	15	Acceptable	NS

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			C	O	F	I	L	Overall						
	Review and approval	Misprinted evaluation result	15	5	1	5	5	15	2	review prior to printing and approval	0.25	7.5	Acceptable	NS
		Faculty is not amenable with the result	1		1	1	1	15	4	review evaluation	0.25	15	Acceptable	NS
	Submission of evaluation result	Incomplete submitted result	1	10	1	1	1	10	2	Check printed results if each faculty has evaluation result	0.25	5	Negligible	NS
		Forwarded to wrong destination	1	15	1	1	1	15	2	presence of receiving record book/copy	0.25	7.5	Negligible	NS
		Misplaced released result	1	10	1	1	1	10	2	check documents for submission	0.25	5	Negligible	NS
	Corrective Measure													
	One on one conference between the faculty and the Dean	Conference did not ensue	1	10	1	1	1	15	4	schedule conference in advance, anticipate if there are meetings, hence, reschedule	0.25	15	Acceptable	NS

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			C	O	F	I	L	Overall						
Evaluation of Students	<i>Evaluation of Academic Records</i>													
	Evaluate academic records of all Fourth year, Fifth year and Sixth year students	Miss out names of students in the evaluation	20	5	1	1	1	20	2	Re-evaluation by processor	0.25	10	Acceptable	NS
	Counter checking by the Colleges/ Institutes	Some colleges/institute do not give back the re-evaluated list	20	5	1	1	1	20	2	Re-evaluation by processor	0.25	10	Acceptable	NS
	Final evaluation by OUR	Some names included by the colleges/institutes in the list still have academic deficiencies	10	5	1	1	1	10	2	Re-evaluation by the processor, let them enroll the deficiency	0.25	5	Acceptable	NS
	Compute general weighted average of all prospective graduating students	Miss out names of students in the computation	20	5	1	1	1	20	2	Deliberation, equivalency of subjects with approval	0.25	10	Acceptable	NS
	Evaluate if subjects taken are based on curriculum	Deletion of names due to non-compliance with the curriculum	20	5	1	1	1	20	2	Re-evaluation by the processor	0.25	10	Acceptable	NS
	Check the names of students who are qualified (grades	Erroneous computation	20	5	1	1	1	20	2	Rechecking by the processor	0.25	10	Acceptable	NS

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			C	O	F	I	L	Overall						
	must be 1.75 or better)													
	Forward the list of qualified honors to their respective Colleges/Institutes for re-evaluation/computation	Counter checking	20	5	1	1	1	20	2	Rechecking by the processor	0.25	10	Acceptable	NS
	Colleges will forward it back to OUR for addition/deletion of names of students vying for honor	Counter checking	20	5	1	1	1	20	2	Rechecking by the processor	0.25	10	Acceptable	NS
	Re-evaluation/re-computation at the OUR	Counter checking	20	5	1	1	1	20	2	Rechecking by the processor	0.25	10	Acceptable	NS
	Evaluation of Non-Academic Requirements of new students													
	Inspect, re-check documents submitted	Incomplete documents submitted	10	5	1	1	1	10	3	Checklist of admission Requirements	0.25	7.5	Acceptable	NS
	Request Form 137- for BS Degree and Short Courses, Official Transcript of	Weak retrieval of documents from the last school attended by the	10	10	1	1	1	10	3	Assigned particular section/ personnel in-charge in the evaluation of non-academic	0.25	7.5	Acceptable	NS

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			C	O	F	I	L	Overall						
	Records in their last school attended for Transferees/ Graduate School (if Transfer Credential is submitted)	student								requirements of students				
	Computation of General Weighted Average for Achievers	Names not included in the list of achievers	10	10	1	1	1	10	3	There's an existing policy to follow, re-checking by the processor	0.25	7.5	Acceptable	NS
Recommendation of Candidates by the Academic Council (College and University) and Approval by the BOR	College Academic Council Meeting	Incomplete list of students	15	5	5	5	1	15	5	Re-checking	0.25	18.75	Acceptable	NS
		The list includes students with deficiencies	10	5	5	5	1	10	5	Re-checking	0.25	12.5	Acceptable	NS
		Late conduct of College Academic Council meeting	5	10	5	5	1	10	5	Strict compliance to the University Calendar of activities	0.25	12.5	Acceptable	NS
		The list of	10	10	5	5	1	10	5	Monitoring/ Re-checking	0.25	12.5	Acceptable	NS

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			C	O	F	I	L	Overall						
		candidates for graduation is not finalized during the meeting											e	
	University Academic Council Meeting	Incomplete list of students	15	5	5	5	1	15	5	Re-checking	0.25	18.75	Acceptable	NS
		The list includes students with deficiencies	10	5	5	5	1	10	5	Monitoring/ Re-checking	0.25	12.5	Acceptable	NS
		Late conduct of University Academic Council meeting	5	10	5	5	1	10	5	Strict compliance to the University Calendar of activities	0.25	12.5	Acceptable	NS
		The list of candidates for graduation is not finalized during the meeting	15	10	5	5	1	15	5	Re-checking	0.25	18.75	Acceptable	NS
	BOR Meeting	Incomplete list of students	15	10	5	5	1	15	5	Re-checking	0.25	18.75	Acceptable	NS
		The list includes students with deficiencies	10	10	5	10	1	10	5	Re-checking	0.5	25	Moderate	Significant
		The BOR would not allow that the list of graduates be approved through a	15	15	5	10	1	15	5	Strict compliance to the University Calendar of activities	0.5	37.5	Moderate	Significant

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			C	O	F	I	L	Overall						
		referendum												
		Late conduct of BOR meeting	15	15	5	10	1	15	5	Strict compliance to the University Calendar of activities	0.5	37.5	Moderate	Significant

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			C	O	F	I	L	Overall						
New Curriculum Development	Conduct feasibility study	High possible takers of the course												
		Low possible takers of the course	1	15	5	1	1	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
	Prepare curriculum proposal	Development of the new curriculum to be offered												
		Non compliance to basic requirements (feasibility study, faculty requirements, facility requirements, etc.)	1	15	5	1	1	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
	Present proposal to the University Curriculum committee and to	Delay in the approval of the proposal by the Curriculum	1	15	5	1	1	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant

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			C	O	F	I	L	Overall						
	the Academic Council	Committee and Academic Council												
	Submit to CHED for Approval	Delay in the approval of the proposal by CHED	1	15	5	1	1	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
	Present CHED approved proposal to the BOR	Delay in the approval of the proposal by the BOR	1	15	5	1	1	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
Curriculum Revision	Counter checking/ Review of existing curriculum	Improvement of existing curriculum												
	Recheck subject offering for possible repositioning	Number of offered units per semester will be fixed												
		Subjects offered by service colleges may be affected	5	20	5	10	5	20	1	rechecking	0.25	5	Acceptable Risk	Not Significant
	Add new CHED mandated courses	Insufficient resources to	5	10	5	15	5	15	1	rechecking	0.25	3.75	Negligible Risk	Not Significant

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			C	O	F	I	L	Overall						
		accommodate/handle new course												
	Present revised curriculum proposal to the University Curriculum committee and to the Academic Council	Delay in the approval of the revised curriculum proposal by the Curriculum Committee and Academic Council	5	10	5	15	5	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
	Submit revised curriculum to CHED for approval	Delay in the approval of the revised curriculum proposal by CHED	5	10	5	15	5	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
	Present CHED approved revised curriculum proposal to the BOR	Delay in the approval of the revised curriculum proposal by the BOR	5	10	5	15	5	15	1	rechecking	0.25	3.75	Acceptable Risk	Not Significant
IMs Preparation	Prepares IM (if faculty intends to prepare an IM for	Production of different IMs for same subject	5	1	1	1	1	5	4	Diffent IMs for the same subject is produced but should still follow	0.75	15	Acceptable Risk	NS

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			C	O	F	I	L	Overall						
	<i>the subject)</i>									approved syllabus				
		Diversified way of learning/resources												
		Linkage to private entity in producing IMs	1	1	10	1	1	10	4	None	1.00	40	Moderate Risk	Significant
	Department evaluates/Peer evaluates (3 Peers)	Delay in reviewing the syllabus or syllabus is not reviewed at all	1	5	1	1	1	5	4	Department chairperson and/or program coordinator will join the evaluation;however, review will concentrate on the technical aspect only	0.75	15	Acceptable Risk	NS
	Pilot Tests for one term in the classroom	No monitoring is done during the pilot testing	1	5	1	1	1	5	5	Faculty/colleague teaching the same subject incorporates corrections or additional concepts as observed/noted from the pilot testing	0.50	12.5	Acceptable Risk	NS
	Department reviews	Concept errors are	5	1	1	1	1	5	3	None	1	15	Acceptable	NS

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			C	O	F	I	L	Overall						
	and Department Chairperson endorses the IM to the College Instructional Materials Development Committee	not minimized/lessened											Risk	
	College Instructional Materials Development Committee reviews and Dean/Director endorses the material to the University Instructional Materials Development Committee	Concept errors are not minimized/lessened	5	1	1	1	1	5	3	None	1	15	Acceptable Risk	NS
	University	Delay in review,	1	5	1	1	1	5	3	None	1	15	Acceptable	NS

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			C	O	F	I	L	Overall						
	Instructional Materials Development Committee meets and reviews the materials and endorses Committee endorses IM to IPRO	approval and endorsement of the IM to IPRO for ISBN/ISSN Only technical evaluation is done											Risk	
	IPRO applies for ISBN/ISSN	Granting of ISBN/ISSN for the IM is deferred	1	5	1	5	1	5	3	IPRO sets deadline for submission of evaluated IMs for application of ISBN/ISSN	0.75	11.25	Acceptable Risk	NS
	Production of IM	Author/authors look for printing center for their IM	20	1	1	5	1	20	5	None	1	100	Extreme Risk	S

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Risk Treatment Plan

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Application and Conduct of the BSU-College Qualifying Examination (CQE)								
Issuance of Application Form	Clients with incomplete requirements were overlooked and were able to take the BSU-CQE	Acceptance	Monitor the consistent implementation of the prevention, detection, and mitigation strategies; <u>especially the prevention strategies</u> (highlight in the application form the phrase <u>'INCOMPLETE APPLICATION REQUIREMENTS WILL NOT BE ACCEPTED'</u>); Hiring of additional OSS-SWS-TMDU personnel	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	Additional budget for additional personnel's salary	January 2017	-	
Issuance of Statement of Accounts (SAO)	Non-issuance of SAO	Acceptance	Monitor the consistent implementation of the current prevention measures; Hiring of additional OSS-SWS-TMDU personnel	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	Additional budget for additional personnel's salary	October 2017		
Issuance of Test Permit	Inaccurate details in the test permit	Acceptance	Prepare a "Special Test Permit" for those who forgot their Test Permit, with a corresponding minimal fee. This is to reduce the occurrence of examinees having	TMDU Unit Head, Psychometrician	Bond papers; printer inks	January 2017	-	

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Risk Treatment Plan

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
			to be re-scheduled for another testing date which may result to more financial expenses and anxiety, especially for those who came from far-flung areas					
Conduct of Qualifying Examination	Examiner did not follow the standard testing procedures	Acceptance	Monitor the consistent implementation of the prevention, detection, and mitigation strategies	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	-	October 2017		
Scoring of CQE	Erroneous score recorded by the personnel	Acceptance	Monitor the consistent implementation of the prevention, detection, and mitigation strategies	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	-	October 2017		
Release of CQE results to Colleges	Delayed release of results	Acceptance	Request for additional testing personnel on permanent status; monitor the consistent implementation of the prevention, detection, and mitigation strategies; Hiring of additional OSS-SWS-TMDU personnel	OSS Director, SWS Division Head, TMDU Unit Head, Psychometrician, TMDU Administrative Aide	Additional budget for additional personnel's salary	October 2017		

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Release of Results to Applicant	Results are erroneously released to other people/ applicants	Acceptance	Strict implementation of the existing control measures; Hiring of additional OSS-SWS-TMDU personnel	TMDU Personnel	Additional budget for additional personnel's salary	February 2018		
Screening of Applicants								
Receiving of CQE results	Delay in the issuance of CQE results	Risk Acceptance	Continue with ECM	OSS	Human	2 wks before the enrollment of the school year		
Screening of applicants based on CQE results and other requirements	Incomplete submission of requirement	Risk Acceptance	Continue with ECM & monitoring	Dept. Chairs/ Col. Secretary/ Dean	Human			
	Submission of falsified documents	Risk Acceptance	Continue with ECM	Dept. Chairs/ Col. Secretary/ Dean	Human			
Forwarding of the screening results to OUR	Deviation from the requirement of		Continue with ECM	Dept. Chairs/ Col. Secretary/ Dean	Human			

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	the program delay in the submission of the list	Risk Acceptance	Continue with ECM & monitoring	Dept. Chairs/ Col. Secretary/ Dean	Human			
Issuance of Application Form	Clients with incomplete requirements were overlooked and were able to take the BSU-CQE	Acceptance	Monitor the consistent implementation of the prevention, detection, and mitigation strategies; <u>especially the prevention strategies</u> (highlight in the application form the phrase <u>'INCOMPLETE APPLICATION REQUIREMENTS WILL NOT BE ACCEPTED'</u>); Hiring of additional OSS-SWS-TMDU personnel	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	Additional budget for additional personnel's salary	January 2017	-	-
Issuance of Statement of Accounts (SAO)	Non-issuance of SAO	Acceptance	Monitor the consistent implementation of the current prevention measures; Hiring of additional OSS-SWS-TMDU personnel	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	Additional budget for additional personnel's salary	October 2017		
Issuance of Test Permit	Inaccurate details in the test permit	Acceptance	Prepare a "Special Test Permit" for those who forgot their Test Permit, with a corresponding	TMDU Unit Head, Psychometrician	Bond papers; printer inks	January 2017	-	-

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			minimal fee. This is to reduce the occurrence of examinees having to be re-scheduled for another testing date which may result to more financial expenses and anxiety, especially for those who came from far-flung areas					
Conduct of Qualifying Examination	Examiner did not follow the standard testing procedures	Acceptance	Monitor the consistent implementation of the prevention, detection, and mitigation strategies	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	-	October 2017		
Scoring of CQE	Erroneous score recorded by the personnel	Acceptance	Monitor the consistent implementation of the prevention, detection, and mitigation strategies	TMDU Unit Head, Psychometrician, TMDU Administrative Aide	-	October 2017		
Release of CQE results to Colleges	Delayed Release of results	Acceptance	Request for additional testing personnel on permanent status; monitor the consistent implementation of the prevention, detection, and mitigation strategies; Hiring of additional	OSS Director, SWS Division Head, TMDU Unit Head, Psychometrician, TMDU	Additional budget for additional personnel's salary	October 2017		

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Issuance of Notice of Admission								
Receive Assessment from the Respective Colleges	Incomplete Information	Risk reduction	Prepare checklist, orientation, strengthen the use of website	Admission section	Human			
	Erroneous Information/ data	Risk reduction	Counter checking	Admission section	Human			
	Not registered in the logbook	Risk reduction	Counter checking, orientation, strict implementation of policy regarding this matter	Admission section	Human			
	Not stamped immediately when received	Risk reduction	Orient in-charge	Admission section	Human			
	Misplaced documents	Risk reduction	Introduce other options in maintaining records if the existing practice is not user friendly	Admission section	Human			
Preparation of Notice of Acceptance/Admission/ Result	Erroneous Information	Risk reduction	Counter checking and give longer time to prepare (for late applicants/qualifiers waits for the NOA/NOR	Admission section	Human			

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Release of Notice of Acceptance/ Result	Wrong address/information	Risk reduction	Give instruction to the in-charge in receiving application forms to double check application forms before receiving	Admission section	Human			

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial/ Human)	Timeline	Action Taken	Residual Risk
Workload and Class Schedule Preparation								
Preparation of General Education Subjects from service college/institutes/ departments	Conflict laboratory schedules with General Education lecture schedules	Reduction	Continue implementing treatment	Service colleges/ department chairpersons	Human/ Computer			
Preparation and submission of different departments on Professional Education subjects for faculty workload, room utilization and class schedules from first year to fourth year	Lack of available rooms/facilities/faculty	Reduction	Continue implementing treatment	Department chairpersons	Human/ Computer			
Plotting of subjects per section and year level	Some students/faculty schedules do not have lunch break	Reduction	Continue implementing treatment	Department chairpersons	Human/ Computer			
Proof reading and finalization of schedules	Overlapping utilization of room	Reduction	Continue implementing treatment	Department chairpersons	Human/ Computer			
Encoding of class schedules to SIAS (Student Information	Change of class schedule due to	Reduction	Continue implementing treatment	Department chairpersons	Human/ Computer			

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and Accounting System)	irregular students' schedule							
Printing of final faculty workload and posting of class schedules	Overload of faculty members	Reduction (hiring of additional faculty members)	Strict implementation of 21 units equivalent teaching load of each faculty at the department level. Laboratory class that does not require classroom laboratory, work field need not be divided.	Department chairpersons	Financial Human			
Evaluate subjects to be taken based on curriculum	Incomplete Data /No data	Reduction	Prepare all documents needed; strict implementation of policy on the deadline of submission of grades as well as the penalty of late submission of grades	Registrar's Office	Human	December 15, 2017		
	Wrong subject suggested	Reduction	Orient faculty and staff on academic advising	Faculty and staff	Human	January 2, 2018		
	Misplaced form/document	Reduction	Orient students on pre registration	Faculty, staff and students	Human	January 2, 2018		

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Fill out pre registration form / plan of course work (graduate school students)	Incomplete Form	Reduction	Orient students on pre registration	Faculty, staff and students	Human	January 2, 2018		
Approval by the academic adviser	Delay in approval	Reduction	Avoid scheduling of meetings /seminars during enrolment	Faculty and staff	Human	January 2, 2018		
	Wrong advising or incomplete data	Reduction	Prepare all documents needed	Faculty and staff	Human	January 2, 2018		
Before Enrollment:								
Check subjects encoded at the SIAS vis-à-vis curriculum, ensure that all information at complete and correct	Erroneous data	Reduction	Re-orientation to those encoding the scheduling	Processing Section	Human			
Generation of Class codes of the Subjects Encoded by Colleges/Institutes in the Class Scheduling (SIAS)	Curriculum not followed during the encoding of subjects in the scheduling (SIAS)	Reduction	Re-checking/counter checking by the Department chairs/ College Secretaries and final checking by the OUR					
During Enrollment/Registration:								
Receipt of Pre-registration	Erroneous subjects	Reduction	Strong academic advising	Enrollment In-	Human,			

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Form	enrolled			charge, All OUR Personnel, Colleges/ Institutes/ Departments	Financial			
Collect Admission requirements (for new students)	Incomplete collection of admission requirements	Reduction	Review the policy on "incomplete documents, no enrollment"					
Encode class codes/subjects of students based on pre-registration form	Sudden inaccessibility of SIAS	Reduction	Standby ICT Personnel during enrollment, purchase higher capacity of servers and evaluate the system being used					
	Erroneous Registration form	Reduction	Strong academic advising					
	Incomplete information and insufficient human resources as compared to the number of clients to	Reduction	Hire additional personnel					

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	be catered							
Check	Incomplete information	Reduction	Re-check					
Print	Lack of printers	Reduction	Re-check	Print	Lack of printers			
Release	Insufficient human resources to cater clients	Reduction	Re-check	Release	Insufficient human resources to cater clients			
Issue Request form for Identification Card (for <i>new</i> students)	Limited printer capacity/limited number of identification cards to be printed in a day	Reduction	Purchase printer every two to three years	Issue Request form for Identification Card (for <i>new</i> students)	Limited printer capacity/limited number of identification cards to be printed in a day			
Issue Request form for Identification Card (for <i>old</i> students)				Issue Request form for Identification Card (for <i>old</i> students)				
Validation of ID during enrollment								
Presentation of Enrollment	Failure to	Acceptance	Assign more personnel or	ULIS		January		

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Form	accommodate all students who queued on a day		student assistants to do the process	Personnel		2018		
Validation of ID during enrollment	Delay in attending to clients	Acceptance	Consistent monitoring of the implementation of existing control measures.	ULIS Staff		January 2018		

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SYLLABUS PREPARATION								
Identifies subject or course teacher	Wrong syllabus will be prepared	Acceptance	Distribute Faculty Load and Schedule earlier, countercheck and integrate corrections	Faculty, Department Chairperson, Staff	Human			
Prepares syllabus according to specified format	Lectures given may not be updated	Acceptance	Collect from departments needed references and submit to the University Library for budget allotment and acquisition	Faculty, Department Chairperson, College and ULIS Staff	Human			
	Wrong entries can cause vagueness in the syllabus being prepared	Acceptance	Countercheck syllabus to ensure that syllabus contains correct entries and it is congruent to students' curriculum	Faculty, Department, College Dean	Human			
	Learning outcomes will not be met	Acceptance	Check syllabus and incorporate					

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	Learning outcomes will not be met	Acceptance	changes/adjustments to ensure that entries under each part is correct and appropriate					
	Learning outcomes will not be met	Acceptance						
	Adjustment/modification of time allotment	Acceptance	Consult colleagues for possible inputs/suggestions					
	Students may not appreciate prepared activities Learning outcomes will not be met	Acceptance						
	Learning outcomes will not be met	Acceptance						
	Student understanding/learning on the subject is not properly assessed	Acceptance						
	May cause confusion/ disagreements	Acceptance	Check syllabus and incorporate					

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			changes/adjustments to ensure that entries under each part is correct and appropriate Communicate relevant information to students					
Department reviews the syllabus and Chairperson signs submits to the College Dean for approval College Secretary or Clerk records submitted syllabus and return to faculty for implementation and preparation of	Delay in implementing syllabus No checking Not all syllabus are checked Learning outcomes will not be met	Acceptance	Set deadline for submitting syllabus and schedule checking of syllabus	Faculty, Department	Human			

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IM								
MENTORING								
Teaching-learning: Orientation of students on the syllabus	Differences in the interpretation of the VMGO	Acceptance	Continue monitoring	Department chairpersons	None	August and January of the school year		
Confirmation of enrolment of students	Students who are not officially enrolled attend classes during the semester	Acceptance and reduction	Obtaining official list of students 2 weeks after the changing/dropping period	Faculty members	None	2 weeks after changing/dropping period		
Use of actual teaching strategies	Use of single strategy that does not cater to all types of learners	Reduction	Orient teachers of different teaching strategies to address diversity of learners	Deans, Department chairpersons	Financial	Before start of classes		
Use of instructional materials/ equipment/ facilities	Lack of instructional materials for specific courses/ learners	Reduction	Set budget allocation for instructional materials	Deans	Financial	Before start of semester		
	Inappropriate use or defective laboratory	Reduction	Provide laboratory operations manual; hire	VPAA, Deans, Faculty members	Financial	Before start of semester		

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	equipment/ tools		laboratory technician; train faculty members on the use of laboratory/equipment					
Integration of inclusive education for diverse students	Non-adherence of teachers to inclusion practices	Acceptance	Provide trainings and seminars to all faculty members and staff on inclusion	VPAA, Deans, Faculty members	Financial	Before start of semester		
Conduct of research/ thesis advising	Lack of supervision in research/ thesis advising	Reduction	Monitoring and strict compliance to plan of course work	Faculty advisers	None	Continuous monitoring		
Implementation of RLE/ internship in the curriculum	Inappropriate behavior/ misbehavior of students in the field	Reduction	Strict implementation of RLE policies	Deans, Department chairpersons, Supervising faculty members	None	Continuous activity during the RLE period		
Assessment								
Conduct of exercises/ quizzes	Not properly measuring students' competencies	Reduction	Reorientation of faculty members on assessment	Deans, Department	None	Continuous activity within the		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
	due to improper use of formative assessment		methods and tools	chairpersons		semester		
Preparation of term examinations	Examination tools do not cover course content	Reduction	Reorientation of faculty members on the preparation of tests	Deans, Department chairpersons	Financial	Before start of semester		
Giving of feedback to students and parents								
Reporting of student progress	Inaccurate scoring/ rating due to lack of scoring tool	Reduction	Reorientation of faculty members on tool preparation	Deans, Department chairpersons	Financial	Before start of semester		
Reporting of grades	Not all entries are accepted by the SIAS	Reduction	Standardize grading system	Deans, Department chairpersons		Before start of semester		
GRADE PREPARATION								
Recording of scores/ grades of students	Incomplete raw scores entered	Acceptance	Review or rechecking of data/ scores encoded	Faculty	Grade sheets & student outputs	Every term (Midterm & Final)		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
	Wrong entry/ encoding of scores	Acceptance						
Computation of grades based on grade distribution/ course requirement indicated in the syllabus	Wrong entry/ encoding of scores	Acceptance	Review or rechecking of data/ scores encoded	Faculty	Grade sheets & student outputs	Every term (Midterm & Final)		
	Giving of inappropriate grade to students	Acceptance						
Computation of final grades for posting to SIAS	Wrong entry/ encoding of scores	Acceptance	Review or rechecking of data/ scores encoded	Faculty	Grade sheets	Every end of Semester		
Posting of grades to SIAS	No rectification of grades in case of wrong entry	Acceptance	Review and rectification of grades	Faculty	Grade sheets	Every end of Semester		
	Wrong grade posted	Acceptance	Rechecking and reposting of grades to SIAS	Faculty, Dep't Chair, Dean and OUR	Grade sheets	Every end of Semester		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Submission of hard copy to the OUR	Delayed or no submission of hard copy of grades	Acceptance	Submission of hard copy to OUR	Faculty, Dep't Chair, Dean	Grade sheets	Every end of Semester		
FACULTY EVALUATION								
Reproduction of Evaluation Questionnaire	no supplies available	Reduction	Continue implementing ECM and monitor	Admin Aide	Financial	after Midterms		
Administration of Evaluation	wrong questionnaire reproduced	Reduction	Continue implementing ECM and monitor	Admin Aide	human	after Midterms		
	Apprehensive in giving honest evaluation to the faculty concerned (BY STUDENTS)	Reduction	Continue implementing ECM and monitor	assigned faculty/personnel	Human	after Midterms		
	Bias in giving rating	Reduction: strong reminder to give ratings objectively	Continue implementing ECM and monitor	Faculty	Human	after Midterms		
	misplaced rated evaluation	Reduction	Continue implementing ECM and monitor	assigned faculty/personnel	Human	after Midterms		

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Encoding of Score/ Computation	wrong entry of score	Reduction	Continue implementing ECM and monitor	assigned faculty/personnel	Human	after Midterms		
Review and Approval	misprinted evaluation result	Reduction	Continue implementing ECM and monitor	Faculty	Human	after Midterms		
	faculty is not amenable with the result	Reduction	Continue implementing ECM and monitor	Faculty	Human	after Midterms		
Submission of evaluation result	incomplete result submitted	Reduction	Continue implementing ECM and monitor	Admin Aide	Human	after Midterms		
	forwarded to wrong destination	Reduction	Continue implementing ECM and monitor	Admin Aide	Human	after Midterms		
	misplaced released result	Reduction	Continue implementing ECM and monitor	Admin Aide	human	after Midterms		
FACULTY EVALUATION (Class Observation)/ Giving of Notice of Class observation to faculty and	Notice did not reach the faculty	Reduction	Continue implementing ECM and monitor	Admin Aide	Human	after Midterms		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
indication of preferred schedule								
Conduct of observation	No observation conducted	Reduction	Continue implementing ECM and monitor	Dean and Faculty concerned	human	after Midterms		
	Bias in observation result	Reduction	Continue implementing ECM and monitor	Dean	human	after Midterms		
Review and approval	misprinted evaluation result	Reduction	Continue implementing ECM and monitor	Faculty	Human	after Midterms		
	faculty is not amenable with the result	Reduction	Continue implementing ECM and monitor	Faculty, Dean	Human	after midterms		
Submission of evaluation result	incomplete submitted result	Reduction	Continue implementing ECM and monitor	Admin Aide	Human	starting December 2017		
	forwarded to wrong destination	Reduction	Continue implementing ECM and monitor	Admin Aide	Human	after midterms		
	misplaced released result	Reduction	Continue implementing ECM and monitor	Admin Aide	Human	after midterms		
Corrective Measure								
One on one	Conference did not	Reduction	Continue implementing	Dean and faculty	human	after midterms		

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conference between the faculty and the Dean	ensue		ECM and monitor	concerned				

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Evaluation of Students								
<i>Evaluation of academic records</i>								
Evaluate academic records of all Fourth year, Fifth year and Sixth year students	Miss out names of students in the evaluation	Risk reduction	Counter-checking by the College	Evaluators	Human			
Counter checking by the Colleges/Institutes	Some colleges/institute do not give back the re-evaluated list	Risk reduction	Counter-checking by the College					
Final evaluation by OUR	Some names included by the colleges/institutes in the list still have academic deficiencies	Risk reduction	Counter-checking by the College					
<i>Evaluation of non-academic records of new students</i>								
Inspect, re-check documents submitted	Incomplete documents submitted	Risk reduction	Review and strengthen admission policy	Evaluators/ Records section	Human			
Request Form 137-for BS Degree and Short Courses, Official Transcript of Records in their last school attended for Transferees/Graduate	Weak retrieval of documents from the last school attended by the student	Risk reduction	Close coordination with the schools	Evaluators/ Records section	Human			

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
School/ Open University (if Transfer Credential is submitted)								
Computation of General Weighted Average for Honor Students								
Compute general weighted average of all prospective graduating students	Miss out names of students in the computation	Risk reduction	Counter-checking	Processing Section	Human			
Evaluate if subjects taken are based on curriculum	Deletion of names due to non compliance with the curriculum	Risk reduction	Counter-checking	Processing Section	Human			
Check the names of students who are qualified (grades must be 1.75 or better)	Erroneous computation	Risk reduction	Counter-checking	Processing Section	Human			
Forward the list of qualified honors to their respective Colleges/Institutes for re-evaluation/ computation	Counter checking	Risk reduction	Counter-checking	Processing Section	Human			
Colleges will forward it back to OUR for addition/deletion of names of students vying for honor	Counter checking	Risk reduction	Counter-checking	Processing Section	Human			

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Re-evaluation/re-computation at the OUR	Counter checking	Risk reduction	Counter-checking	Processing Section	Human			
Compute general weighted average of all prospective graduating students	Miss out names of students in the computation	Risk reduction	Counter-checking	Processing Section	Human			
Recommendation of Candidates by the Academic Council (College and University) and approval by the BOR								
College Academic Council Meeting	Incomplete list of students	Risk Avoidance	Monitoring/Evaluation	Deans Dept. Chair Admin. Aide	Human	1 week after the end of the semester		
	The list includes students with deficiencies	Risk Avoidance	Monitoring/Evaluation	Deans Dept. Chair Admin. Aide	Human	1 week after the end of the semester		
	Late conduct of College Academic Council meeting	Risk Avoidance	Review schedule for Academic Calendar of Activities	Registrar OVPAA OUBS	Human	1 to more than 1 week but not to exceed the following week after the end of the		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
						semester		
	The list of candidates for graduation is not finalized during the meeting	Risk Avoidance	Monitoring/ Review schedule for Academic Calendar of Activities	Deans Dept. Chair Admin Aide	Human			
University Academic Council Meeting	Incomplete list of students	Risk Reduction	Monitoring/strict compliance of the University Calendar of Activities	Deans Dept. Chair Admin Aide OUR OUBS	Human	2 weeks after the end of the semester		
	The list includes students with deficiencies	Risk Reduction	Monitoring/evaluation		Human	2 weeks after the end of the semester		
	Late conduct of College Academic Council meeting	Risk Avoidance	Review schedule for Academic Calendar of Activities	Registrar OVPAA OUBS	Human	2 weeks after the end of the semester		
	The list of candidates for graduation is not finalized during the meeting	Risk Avoidance	Review schedule for Academic Calendar of Activities	Deans Dept. Chair Admin Aide	Human	2 weeks after the end of the semester		
BOR Meeting	Incomplete list of students	Risk Avoidance	Monitoring/ evaluation	Deans Dept. chair Admin. Aide	Human	2 weeks but not to exceed 3 weeks after the end of semester		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
	The list includes students with deficiencies	Risk Avoidance	Monitoring/ evaluation	Deans Dept. chair Admin. Aide	Human			
	The BOR would not like that the list of graduates be approved through a referendum	Risk Avoidance	Review schedule for Academic Calendar of Activities	Deans Registrar OVPA OUBS	Human	3 weeks after the end of semester but not to exceed 4 weeks		
	Late conduct of BOR meeting	Risk Avoidance	Review schedule for Academic Calendar of Activities	Deans Registrar OVPA OUBS	Human	1 month after the end of the semester		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Curriculum Development								
Conduct feasibility study	High possible takers of the course		Offering of the course	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	3-6 months after the feasibility study		
	Low possible takers of the course	Risk Reduction	To convince possible takers of the course that after some time industry will be opened to cater to them	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2-3 months after orientation of the new course		
Prepare curriculum proposal	Development of the new curriculum to be offered		Preparation of the needed document for the new curriculum	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	3-4 months after the conduct of the feasibility study		
	Non compliance to basic requirements (feasibility study,	Risk Reduction	Review of lacking documents based on CHED	College faculty and staff	Human and Budget Allocation (for overtime and	1 month from the submission of documents		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
	faculty requirements, facility requirements, etc.)		guidelines and CMO		other expenses)			
Present proposal to the University Curriculum committee and to the Academic Council	Delay in the approval of the proposal by the Curriculum Committee and Academic Council	Risk Reduction	Review of lacking documents based on CHED guidelines and CMO	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months after the presentation to the Curriculum Committee and Academic Council		
Submit to CHED for Approval	Delay in the approval of the proposal by CHED	Risk Reduction	Review of lacking documents based on CHED guidelines and CMO	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months after submission to CHED		
Present CHED approved proposal to the BOR	Delay in the approval of the proposal by the BOR	Risk Reduction	Review of lacking documents based on CHED guidelines and CMO	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months before the scheduled BOR meeting		
Curriculum Revision								

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Counter checking/ Review of existing curriculum	Improvement of existing curriculum		Review existing curriculum	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	5 months after the graduation of the students who finished the old curriculum		
Recheck subject offering for possible repositioning	Number of offered units per semester will be fixed		Balancing/fixing the number of units and course per semester	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months after the offering of the existing curriculum specially if there are a lot of failing students in that semester		
	Subjects offered by service colleges may be affected	Risk Reduction	Review of loading of faculty members for possible transfer	Service college handling the courses to be offered, concerned college faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months before the offering of the course		

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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Add new CHED mandated courses	Insufficient resources to accommodate/ handle new course	Risk Reduction	Send faculty members to seminars/trainings	College faculty offering the subject	Human and Budget Allocation (for overtime and other expenses)	3-6 months before the offering of the course		
Present revised curriculum proposal to the University Curriculum committee and to the Academic Council	Delay in the approval of the revised curriculum proposal by the Curriculum Committee and Academic Council	Risk Reduction	Review of lacking documents based on CHED guidelines and CMO	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months after the presentation to the Curriculum Committee and Academic Council		
Submit revised curriculum to CHED for approval	Delay in the approval of the revised curriculum proposal by CHED	Risk Reduction	Review of lacking documents based on CHED guidelines and CMO	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months after submission to CHED		
Present CHED approved revised curriculum proposal to the BOR	Delay in the approval of the revised curriculum proposal by the BOR	Risk Reduction	Review of lacking documents based on CHED guidelines and CMO	College faculty and staff	Human and Budget Allocation (for overtime and other expenses)	2 months before the scheduled BOR meeting		
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Prepares IM (if faculty intends to prepare an IM for the subject)	No standard method and content	Risk Acceptance	Encourage faculty (handling similar subject) to meet and work on producing one IM	Faculty, Department	Human			
	Production of numerous unevaluated IMs is distributed and utilized in the University	Risk Reduction	Require faculty to subject IM to University Instructional Materials Development Committee evaluation	Faculty, Department, College Dean	Human			
Department evaluates/Peer evaluates (3 Peers)	Delay in endorsement of IM to the College Instructional Materials Development Committee	Risk Acceptance	Identify faculty's specialization to determine the need to tap evaluators within the University	Faculty, Department	Human			
Pilot Tests for one term in the classroom	Duration of pilot testing is shortened	Risk Acceptance	Prepare a scheme to check and	Faculty, Department	Human			

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Risk Treatment Plan

Document Code:	QM-DGD-03-02	Revision Number :	0
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Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
	Actual Pilot testing may not be done Purpose of pilot testing is not achieved		monitor pilot testing of IM					
Department reviews and Department Chairperson endorses the IM to the College Instructional Materials Development Committee	Concept errors are not minimized/lessened	Risk Acceptance	Identify faculty's specialization to determine the need to tap external evaluators	Department	Human			
College Instructional Materials Development Committee reviews and Dean/Director endorses the material to the University Instructional Materials Development Committee	Delay in endorsing the IM to the College Dean	Risk Acceptance	Identify specialization of College Instructional Materials Development Committee members to determine the need to tap	College Instructional Materials Development Committee, College Dean/Secretary	Human			

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Risk Treatment Plan

Document Code:	QM-DGD-03-02	Revision Number :	0
Effectivity :		Page 7 of 7	

Process/Activity	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
			additional/external evaluators					
University Instructional Materials Development Committee meets and reviews the materials and endorses Committee endorses IM to IPRO	Delay in review, approval and endorsement of the IM to IPRO for ISBN/ISSN or only technical evaluation is done	Risk Acceptance	University Instructional Materials Development Committee will have to look for external experts to evaluate the submitted IM	University Instructional Materials Development Committee	Human			
IPRO applies for ISBN/ISSN	Granting of ISBN/ISSN for the IM is deferred	Risk Acceptance	IPRO may set a fixed schedule within the school year (3 or 4 times in a year) for application of ISBN/ISSN	IPRO	Human			
Production of IM	Author/authors look for printing center for their IM	Risk Reduction	Allot budget to come up with a facility intended for production of IM's	University	Human and Financial			

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Opportunity Management

Document Code:	QM-INS-03-03	Revision Number :	0
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Criteria Innovation / Improvement Plan	Potential Increase in Customer Satisfaction 30%			Potential ROI 20%			Potential Adaptability and Sustainability 20%			Potential Improvement in Process Efficiency 30%			Opportunity Score
Diversified way of learning/resources	High	3	0.9	Low	1	0.2	Medium	2	0.4	Medium	2	0.6	2.1
Students give their inputs into the syllabus	Medium	2	0.6	High	3	0.6	Medium	2	0.4	High	3	0.9	2.5
Enhancing teachers' competencies of using/ integrating varied teaching techniques	High	3	0.9	High	3	0.6	High	3	0.6	High	3	0.9	3
Learning from the experience of merging diverse learners	High	3	0.9	High	3	0.6	High	3	0.6	High	3	0.9	3
Formative assessment is used properly to derive feedback	High	3	0.9	High	3	0.6	High	3	0.6	High	3	0.9	3
Development of standard grading system/ program	High	3	0.9	Medium	2	0.4	High	3	0.6	High	3	0.9	2.8
Development of program for grade sheets	High	3	0.9	Medium	2	0.4	High	3	0.6	High	3	0.9	2.8
Verification of entries by the Dep't Chair, Dean & OUR	High	3	0.9	Medium	2	0.4	High	3	0.6	High	3	0.9	2.8
Enhancement of SIAS for computation of grades	High	3	0.9	Medium	2	0.4	High	3	0.6	High	3	0.9	2.8
Separate Office will administer the evaluation (HRDO)	High	3	0.9	Low	1	0.2	High	3	0.6	High	3	0.9	2.6
Analysis of evaluation result	High	3	0.9	Low	1	0.2	High	3	0.6	High	3	0.9	2.6
Assign one personnel to review each of the result	High	3	0.9	Low	1	0.2	Medium	2	0.4	High	3	0.9	2.4

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Opportunity Management

Document Code:	QM-INS-03-03	Revision Number :	0
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Rating Scheme	High (3) – at least 25% increase in customer satisfaction	High (3) – ROI is at least 25%	High (3) – adaptability and sustainability is above 50%	High (3) – at least 25% increase in efficiency	
	Medium (2) – increase in customer satisfaction is between 15% and 25%	Medium (2) – ROI is between 10% to 25%	Medium (2) – adaptability and sustainability is between 15% and 50%	Medium (2) – increase in efficiency between 15% and 25%	
	Low (1) – increase in customer satisfaction is below 15%	Low (1) – ROI is below 10%	Low (1) – adaptability and sustainability is below 15%	Low (1) – increase in efficiency is below 15%	
Interpreting Opportunity Score:					
a. If the opportunity rating is above 2.5, high priority of implementation, i.e., to be implemented in the next six months.					
b. If the opportunity rating is between 1.5 and 2.5, medium priority of implementation, i.e., for further evaluation.					
c. If the opportunity rating is below 1.5, not a priority, i.e., not to be implemented.					

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Opportunity Management

Document Code:	QM-GRD-03-03	Revision Number :	0
Effectivity :		Page 1 of 1	

Criteria Innovation / Improvement Plan	Potential Increase in Customer Satisfaction 30%			Potential ROI 20%			Potential Adaptability and Sustainability 20%			Potential Improvement in Process Efficiency 30%			Opportunity Score
Semestral Evaluation of academic requirements of all year level	Medium	2	0.6	Medium	2	0.4	Medium	2	0.4	High	3	0.9	2.3
Rating Scheme	High (3) – at least 25% increase in customer satisfaction			High (3) – ROI is at least 25%			High (3) – adaptability and sustainability is above 50%			High (3) – at least 25% increase in efficiency			
	Medium (2) – increase in customer satisfaction is between 15% and 25%			Medium (2) – ROI is between 10% to 25%			Medium (2) – adaptability and sustainability is between 15% and 50%			Medium (2) – increase in efficiency between 15% and 25%			
	Low (1) – increase in customer satisfaction is below 15%			Low (1) – ROI is below 10%			Low (1) – adaptability and sustainability is below 15%			Low (1) – increase in efficiency is below 15%			
Interpreting Opportunity Score:													
a. If the opportunity rating is above 2.5, high priority of implementation, i.e., to be implemented in the next six months.													
b. If the opportunity rating is between 1.5 and 2.5, medium priority of implementation, i.e., for further evaluation.													
c. If the opportunity rating is below 1.5, not a priority, i.e., not to be implemented.													

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Opportunity Management

Document Code:	QM-DGD-03-03	Revision Number :	0
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Criteria Innovation / Improvement Plan	Potential Increase in Customer Satisfaction 30%			Potential ROI 20%			Potential Adaptability and Sustainability 20%			Potential Improvement in Process Efficiency 30%			Opportunity Score
High possible takers of the course	High	3	0.9	High	3	0.6	High	3	0.6	High	3	0.9	3
Development of the new curriculum to be offered	High	3	0.9	High	3	0.6	High	3	0.6	Medium	2	0.6	2.7
Improvement of existing curriculum	High	3	0.9	Medium	2	0.4	High	3	0.6	High	3	0.9	2.8
Number of offered units per semester will be fixed	High	3	0.9	Medium	2	0.4	High	3	0.6	High	3	0.9	2.8
Diversified way of learning/resources	High	3	0.9	Low	1	0.2	Medium	2	0.4	Medium	2	0.6	2.1
Rating Scheme	High (3) – at least 25% increase in customer satisfaction			High (3) – ROI is at least 25%			High (3) – adaptability and sustainability is above 50%			High (3) – at least 25% increase in efficiency			
	Medium (2) – increase in customer satisfaction is between 15% and 25%			Medium (2) – ROI is between 10% to 25%			Medium (2) – adaptability and sustainability is between 15% and 50%			Medium (2) – increase in efficiency between 15% and 25%			
	Low (1) – increase in customer satisfaction is below 15%			Low (1) – ROI is below 10%			Low (1) – adaptability and sustainability is below 15%			Low (1) – increase in efficiency is below 15%			
Interpreting Opportunity Score:													
a. If the opportunity rating is above 2.5, high priority of implementation, i.e., to be implemented in the next six months.													
b. If the opportunity rating is between 1.5 and 2.5, medium priority of implementation, i.e., for further evaluation.													
c. If the opportunity rating is below 1.5, not a priority, i.e., not to be implemented.													

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PROCEDURE
DETAILS

Document Code:	QP-ADM-01	Revision Number :	0
Effectivity :		Page 1 of 2	

Title	Application and Conduct of College Qualifying Examination		
Objectives	To efficiently conduct College Qualifying Examination		
Scope	This procedure defines the actions and responsibilities of OSS-SWS-TMDU personnel in efficiently conducting College Qualifying Examination activities from the the issuance of application form to the release of results to the applicants.		
Definition	OSS - Office of Student Services SWS - Student Wellness Services which includes the GCU, TMDU, VPU, and SHU TMDU - Testing and Materials Development Unit is responsible for the conduct of the qualifying/entrance examinations of the elementary, secondary and tertiary levels; and other psychological assessments CQE- College Qualifying Examination SOA- Statement of Account NOA-Notice of Admission NOR- Notice of Result		
Responsible	Activity	Notes	Interface
Attending Personnel	<div>Start</div> <div>↓</div> <div>Issuance of Application Form</div> <div>↓</div>	Incomplete requirements will not be processed; in case of not duly accomplished form/incomplete requirements, the applicant will be asked to accomplish the form and/or complete requirements first before issuance of application form.	client / potential client
Attending Personnel	<div>Issuance of Statement of Account</div> <div>↓</div>	Payment will be made in the cashier's office	client / potential client
Attending Personnel	<div>Issuance of Test Permit</div> <div>↓</div>	Details of the conduct of CQE such as the time, venue and what to bring are indicated in the test permit	client
	<div>A</div>		

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PROCEDURE DETAILS

Document Code:	QP-ADM-01	Revision Number :	0
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	<div>A</div>		
Head Examiner & Proctor	<div>Conduct of CQE</div>	refer to OSS Manual for the preliminaries; refer to the test manual for the guidelines in the conduct of CQE client, external linkages (for referral)	
Psychometrician/ Guidance Counselor/s	<div>Scoring of CQE</div>	refer to the test manual for the guidelines in the scoring	client
TMDU Personnel	<div>Release of CQE results to the Colleges</div>	Colleges will be the one to qualify applicants based on their respective admission policies	College Deans and Secretaries
Personnel-in-charge	<div>Release of CQE results to the Applicants</div>	NOA will be attached to the test result of those who are qualified; NOR will be attached to the test result of those who are not qualified.	none
	<div>END</div>		

Reference & Records

OSS Manual
Test Manual
ARTA of each OSS-SWS & SDS units
Database of CQE Test Results

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PROCEDURE
DETAILS

Document Code:	QP-INS-02	Revision Number:	0
Effectivity:		Page 1 of 2	

Title	Mentoring		
Objectives	To guide the teachers in conducting their classes and in assessing the progress of their students		
Scope	This procedure entails the activities involved in actual teaching. It starts from course orientation to preparation of grades.		
Definition of Terms	<p><i>Course syllabus</i> refers to an outline or other brief statement of the main points of a discourse.</p> <p><i>Formative assessment</i> refers to the varied evaluation activities used to determine achievement of learners that are given regularly like quizzes, recitation exercises, presentations or outputs.</p> <p><i>Summative assessment</i> is the evaluation of learners' achievement at the end of a particular period. These are the midterm and final term examination performance or outputs.</p> <p><i>Table of specification</i> refers to the teacher's blueprint in the preparation of summative written examination that cover the relative weights of each topic vis-à-vis the outcomes that are expected to be demonstrated.</p>		
Responsible	Activity	Notes	Interface
Faculty member		Explain course content, policies, requirements based on syllabus. Check official enrollees.	Students
Faculty member		Use varied teaching methods and instructional materials as applicable	Students

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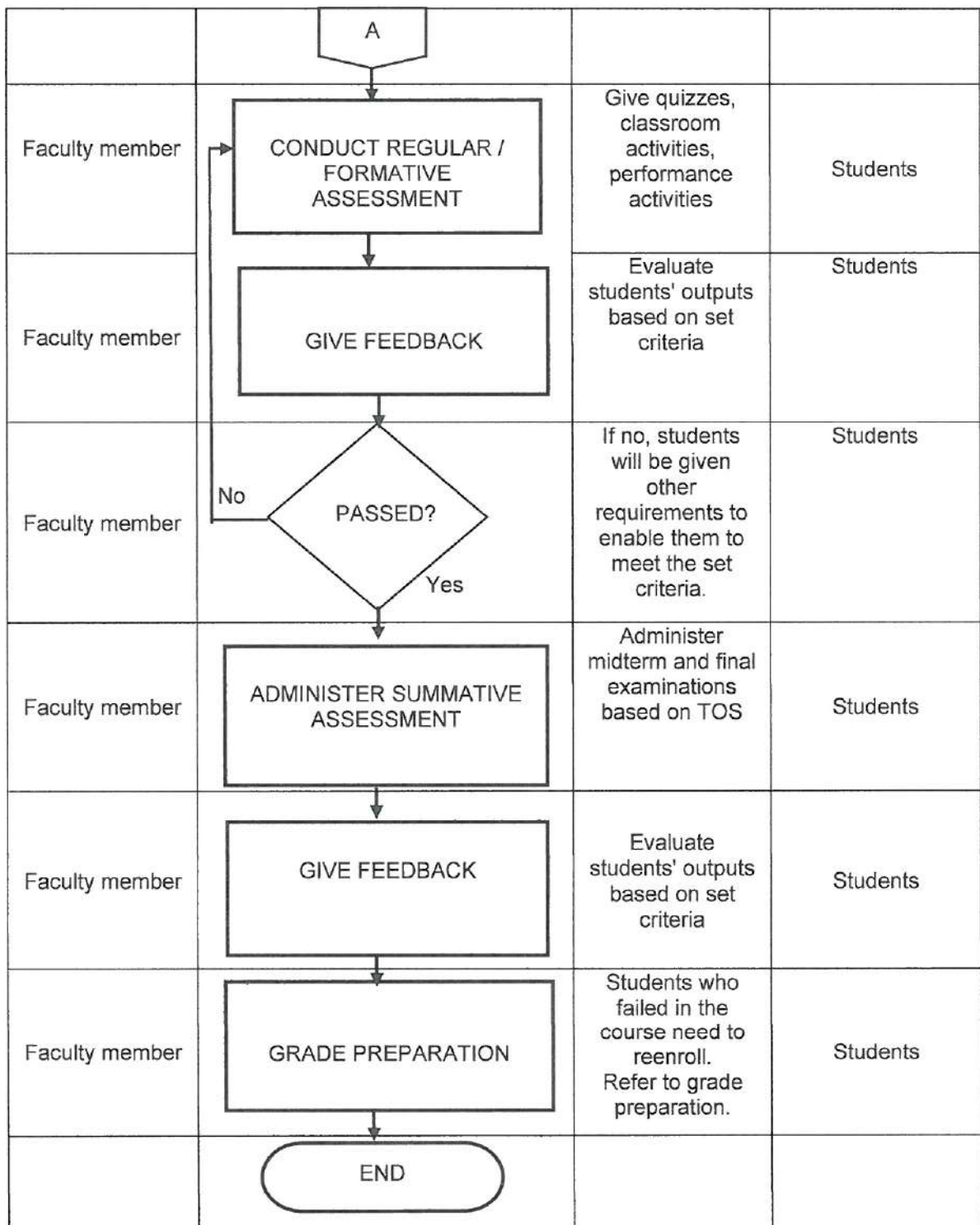
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PROCEDURE DETAILS

Document Code:	QP-INS-02	Revision Number:	0
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REFERENCES & RECORDS

Course syllabus, Instructional materials
Class record, Table of specification
Procedures for grade preparation

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Flowchart

Document Code:	QP-INS-01	Revision Number:	0
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Title	Syllabus Preparation		
Objectives	To craft a comprehensive syllabus based on BSU OBE format and submit on time.		
Scope	This procedure involves the preparation and submission of syllabus by the faculty within the prescribed time.		
Definition of Terms	None		
Responsible	Activity	Notes	Interface
	START		
Faculty	Prepare syllabus (Note 1, Note 2)	Syllabus is prepared based on approved format (refer to BSU OBE format)	BSU OBE Format PSG of the program from CHED
Faculty	New Subject?	YES Research content, outline and references	Chair-person
College Dean/Institute Director	NO Faculty follows prescribed format (OBE)	Faculty handling same subjects should collaborate to come up with one syllabus for the subject	
College Clerk/College Secretary	Submit syllabus to the Department Chairperson (for approval)		Students/ Faculty
	Dean/Director signs syllabus		
	Record submitted syllabus and return to faculty for implementation and preparation of IM		
	END		

Reference & Records: BSU OBE Format, PSG of the program from CHED
Syllabus, Books and other materials

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Flowchart

Document Code:	QP-INS-04	Revision Number:	0
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Title	Faculty Evaluation		
Objectives	To assess the competency of faculty based on the approved evaluation instrument every after midterm examination.		
Scope	This procedure defines the actions and responsibilities of the evaluator in-charge in evaluating the faculty concerned. It covers activities from administering the evaluation instrument up to the approval of the faculty concerned.		
Definition of Terms	NONE		
Responsible	Activity	Notes	Interface
Evaluator in-charge	START		
	Administer Evaluation	Approved evaluation instrument must be used by students, peer and superior to rate the concerned faculty.	Students, Peer and Superior
	Retrieve the evaluation instrument		Students, Peer and Superior
	Encode rating and compute	Compute rating based on computation standard set by AACCUP	
	Print the result and endorse to the Dean		College Dean
Dean	Discuss result to the faculty concerned	Dean and faculty talk over the outcome of the evaluation (strength & weaknesses) and have it approved	Faculty concerned
Clerk	Submit result to the HRDO	File copies are also kept at the college/institutes	College HRDO
	START		

Reference & Records: Evaluation tool by AACCUP, Standard computation
Accomplished Evaluation tool

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Flowchart

Document Code:	QP-DGD-01	Revision Number :	0
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Title	Curriculum Development and Revision		
Objectives	To timely develop or revise curriculum based on the requirements of educational regulatory bodies.		
Scope	1. This procedure covers all the activities done by all the College/Institute academic council from the preparation, review and submission for the approval of CHED 2. The procedure applies to both preparation and revision of the curriculum		
Definition of Terms	NONE		
Responsible	Activity	Notes	Interface
	<div>Start</div>		
College/Institute Academic Council	<div>Prepare/Revise Curriculum</div> <div>Completed Yes / No?</div> <div>No</div> <div>Comply with needed requirements</div>	May involve the following activities: feasibility study, research, evaluation of the existing curriculum	Curriculum Committee Guidelines, OVPA, Target clients
	<div>Yes</div> <div>Present new/revise curriculum proposal for review of the University Curriculum Committee</div>		
College/Institute Academic Council	<div>Endorsed (Yes/No)</div> <div>Comply with needed requirements</div>		University Curriculum Committee
College/Institute Academic Council	<div>Present new/revise curriculum proposal to the University Academic Council</div> <div>A</div>	Requirements given on the curriculum guidelines	

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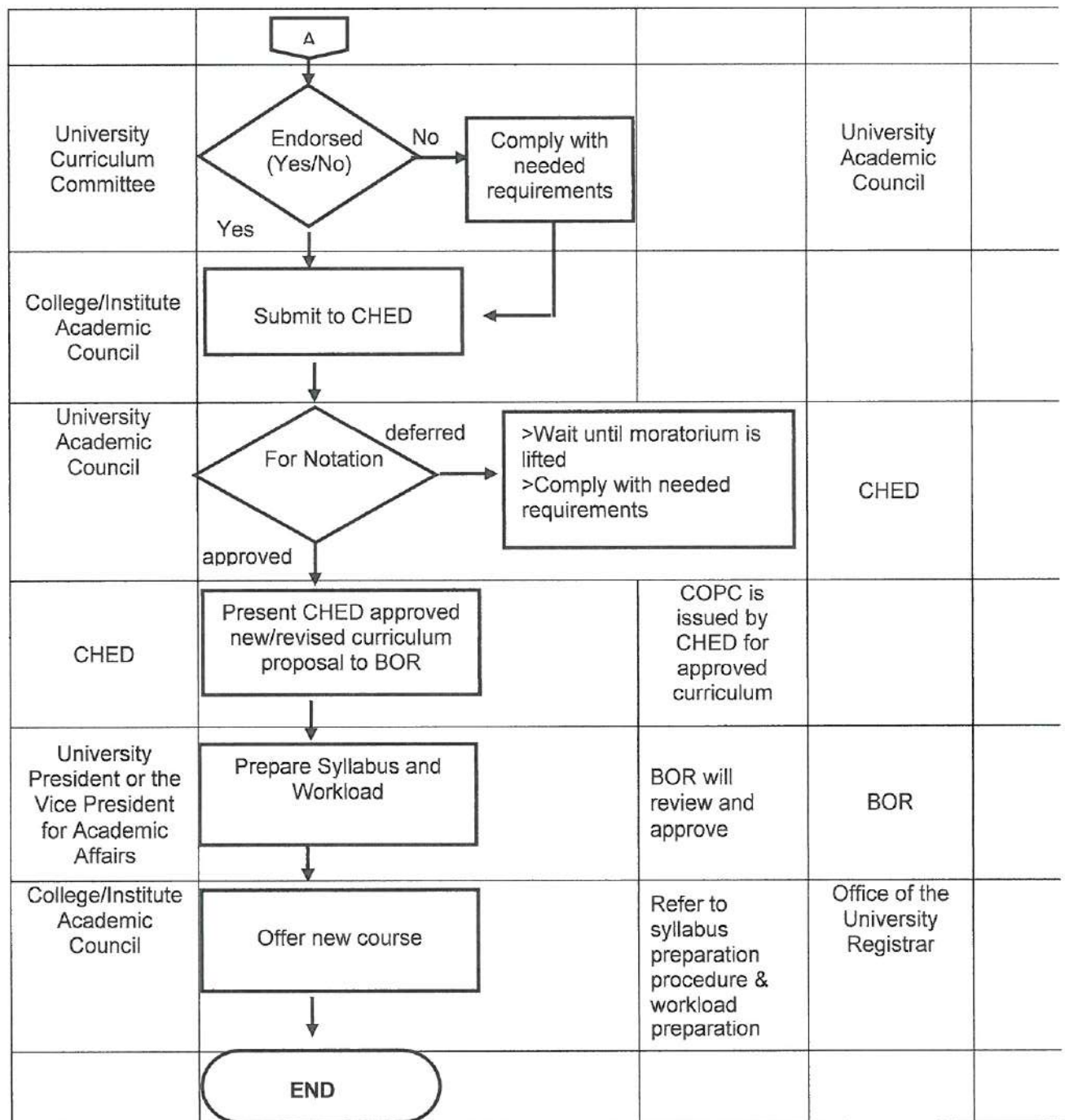
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Flowchart

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References and Records:

AACCUP Instrument
 Philippine National Standards
 CHED Memorandum Orders

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Flowchart

Document Code:	QP-DGD-02	Revision Number:	0
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Title	Instructional Material Preparation		
Objectives	To develop and/or revise instructional material based on the approved IM policy.		
Scope	This procedure involves the development, evaluation, evaluation and approval of IMs by the faculty based on the approved IM Policy.		
Definition of Terms	IM (Instructional Material) - This refers to textbooks or manuals prepared by a faculty for a course/subject. IMDC-Instructional Materials Development Committee) IPRO-Intellectual Property Rights Office ISBN-International Standard Book Number ISSN- International Standard Serial Number ULIS-University Library and Information Services		
Responsible	Activity	Notes	Interface
Faculty	START	IM can be prepared individually or by a group of teachers. When prepared by a group, teachers set targets for each activity, including schedule for review, testing and validation.	IM Policy
Faculty	Planning (Note 1)		
Faculty	Development of IM		
Department Chairperson and Peers	Department/peer review (Note 2)		
Faculty	Pilot test IM (Note 3)		Students
	Have met criteria for evaluation?	Follow the criteria in the IM Policy on Objectives, Content, Exercises, Sources/ Resources Faculty pilot tests and incorporates corrections, additional notes observed from the pilot testing	
	NO Revise IM based on pilot test observations		
Author/s	YES Submit to Department Chairperson and endorse to College IMDC		Department Chairpers on
	A		

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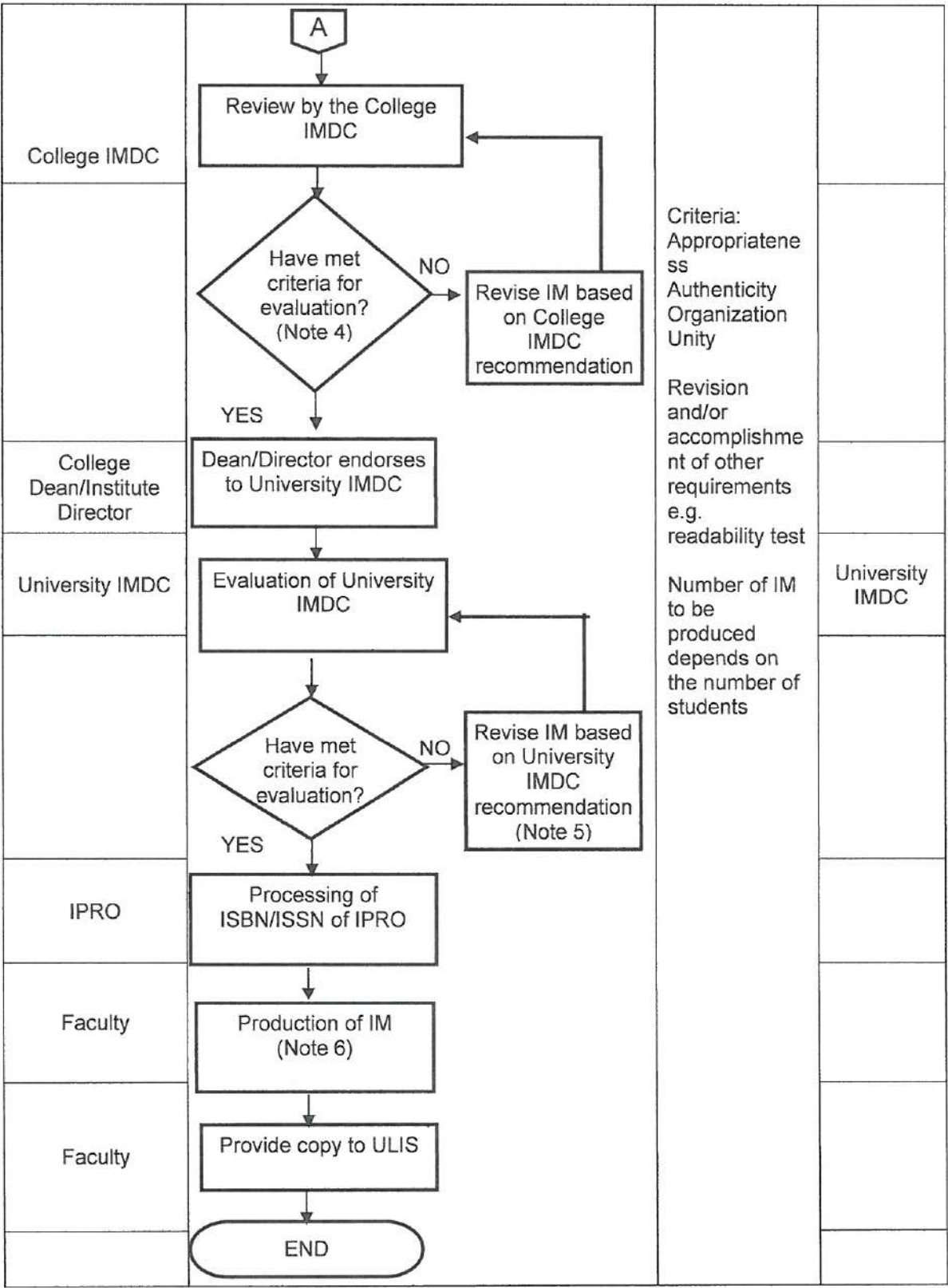
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Flowchart

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Reference & Records: Legal Requirement, CHED Issuances, IM Policy, Books Plan (Gantt Chart of Activities), Result of evaluation (based on IM Policy), Developed IM

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PROCEDURE DETAILS

Document Code:	QP-STs-01	Revision Number :	0
Effectivity :		Page 1 of 2	

Title	PROVISION OF STUDENT DEVELOPMENT AND WELLNESS SERVICES		
Objectives	To efficiently implement student wellness and development services programs.		
Scope	This procedure defines the actions and responsibilities of OSS-SWS and SDS personnel in efficiently conducting guidance and counseling, psychological testing, providing vocational and placement activities, student housing, regulating students organizations and activities, processing scholarships and grants, and facilitating the arbitration of student disciplinary cases. This covers activities from the reception of clients until the needed services are provided.		
Definition of Terms	<p>OSS - Office of Student Services</p> <p>SWS - Student Wellness Services which includes the GCU, TMDU, VPU, and SHU</p> <p>TMDU - Testing and Materials Development Unit is responsible for the conduct of the qualifying/entrance examinations of the elementary, secondary and tertiary levels; and other psychological assessments</p> <p>VPU - Vocational and Placement Unit is in-charge of the hiring, placement and evaluation of student assistants and SPES beneficiaries; and the conduct of jobs fairs</p> <p>SHU - Student Housing Unit includes the ladies and men's dormitories</p> <p>SOAU - Student Organizations and Activities Unit facilitates the recognition of student organizations, and evaluation of student activities</p> <p>SDU - Student Discipline Unit handles student grievances, and the release of Certificate of Good Moral Character</p> <p>SSGU - Student Scholarships and Grants Unit processes the application, screening, endorsement, and processing of benefits of scholars and grantees</p> <p>CGMC - Certificate of Good Moral Character</p>		
Responsible	Activity	Notes	Inter-face
Attending Personnel		To ascertain identity, the attending SWS & SDS personnel check the ID card of the potential client	potent ial client
Attending Personnel		Non-student clients include immediate family members and other relatives of students, PNP and other government employees/ officials, BSU employees, potential employers, and others	client / potent ial client

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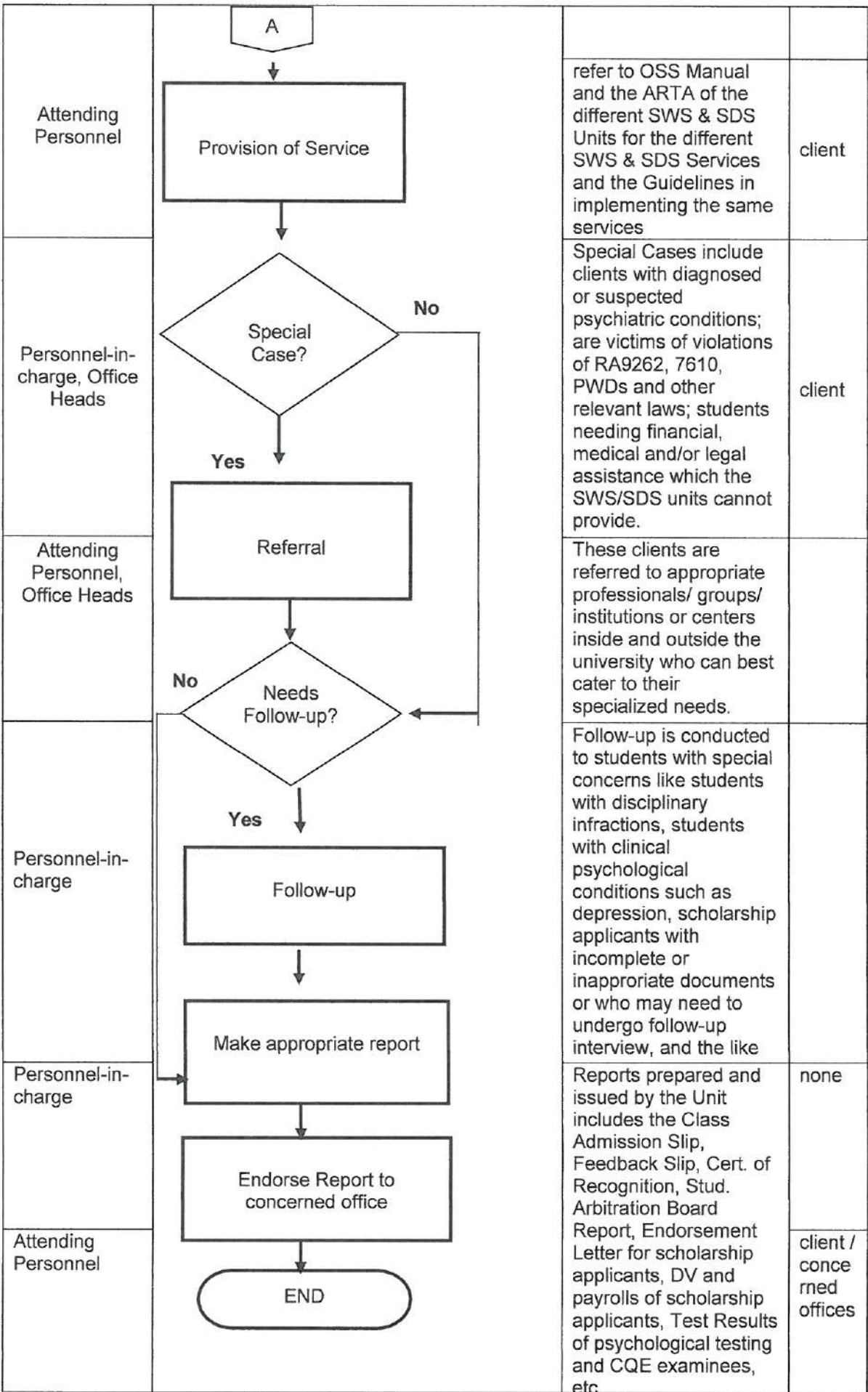
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PROCEDURE
DETAILS

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Reference & Records: OSS Manual, Memorandum Orders from Regulating Bodies (i.e. CHED, DBM, DSWD, DOLE, etc.), MOA with Partner Agencies, ARTA of each OSS-SWS & SDS units,

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Flowchart

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Provision of University Health Services.			
Objectives	To efficiently provide quality health services.		
Scope	This procedure defines the actions and responsibilities of UHS personnel in efficiently rendering medical and dental services from the reception of clients until the needed services are provided. It includes the provision of Physical Examination, medical and dental consultation and treatment, issuance of Medical slip/Medical Certificates, referrals and follow-up.		
Definition of Terms	UHS - University Health Services MS - Medical Slip, issued during Pre-enrollment Physical Examination. MC - Medical Certificate, issued for Pre-employment Physical Examination, consultation support for absences, Physical Examination for OJT/Practice Teaching/Insternship/Athletics. PE - Physical Examination History taking - recording of pertinent medical history, health complaints and vital signs of patient.		
Responsible	Activity	Notes	Interface
Attending Personnel	Start		
Attending Personnel	Assess Needs	Assessment of Needs includes the taking of vital signs and main complaint	client
Attending Personnel	Provision of Health Service	Refer to OSS Manual for the different UHS Services and the Guidelines in implementing the same services	client
Attending Personnel	Referrable Case?	Some referrable cases are: pregnancy, PTB, suspected STIs, Acute Anxiety Disorder, Seizure attacks, uncontrolled hypertension, ortho cases (fractures, dislocations, torn ligament, etc.), VA, Error of refraction (Myopia, presbyopia, hyperopia, etc.), Nutrition problem (obesity, underweight), bleeding disorders, Asthma Attacks (Status Asthmaticus), nonremitting fever, chronic skin allergies, CHDs, etc.	client
Attending Personnel	Referral		client, external linkages / specialists
	A		

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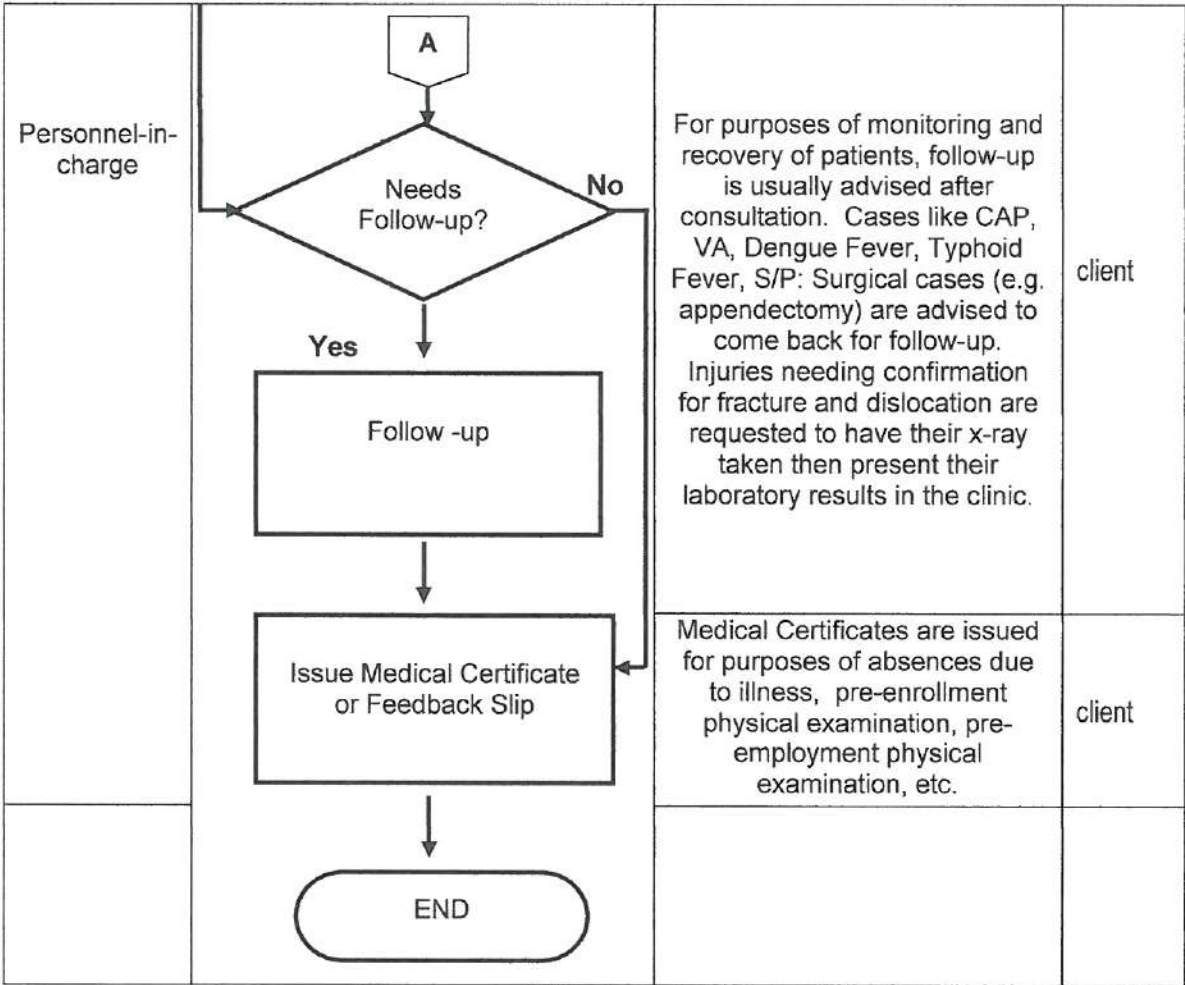
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REFERENCE & RECORDS
OSS Manual,
Memorandum Orders from Regulating Bodies (i.e. CHED, DBM, DSWD, DOLE, CS, etc.)
ARTA of OSS-UHS
Health Records of Students

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Title	Library Circulation Service		
Objectives	To efficiently render assistance to library users		
Scope	This procedure defines the actions and responsibilities of the library personnel in efficiently rendering assistance to library users. It covers activities from the reception of clients until the needed library services needed are provided.		
Definition of Terms	Patron - Library users such as students, faculty, employee, alumni, outside researchers.		
Responsible	Activity	Notes	Interface
Library Personnel	Start	Refer to Library Circulation Policy	none
Library Personnel	Identify Patron Type		Patron
Library Personnel	Check ID / Requirements		none
Library Personnel	Valid		none
Library Personnel	Need Library Resources?		Patron
Library Personnel	Check Availability of Library Resources		none
Library Personnel	Available ?		Patron
Library Personnel	Provide Library Resources		
	Laon Out?		
	Check out		
	END		

Reference & Records
 OSS-ULIS Library Manual, ARTA of OSS-ULIS Circulation

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Flowchart

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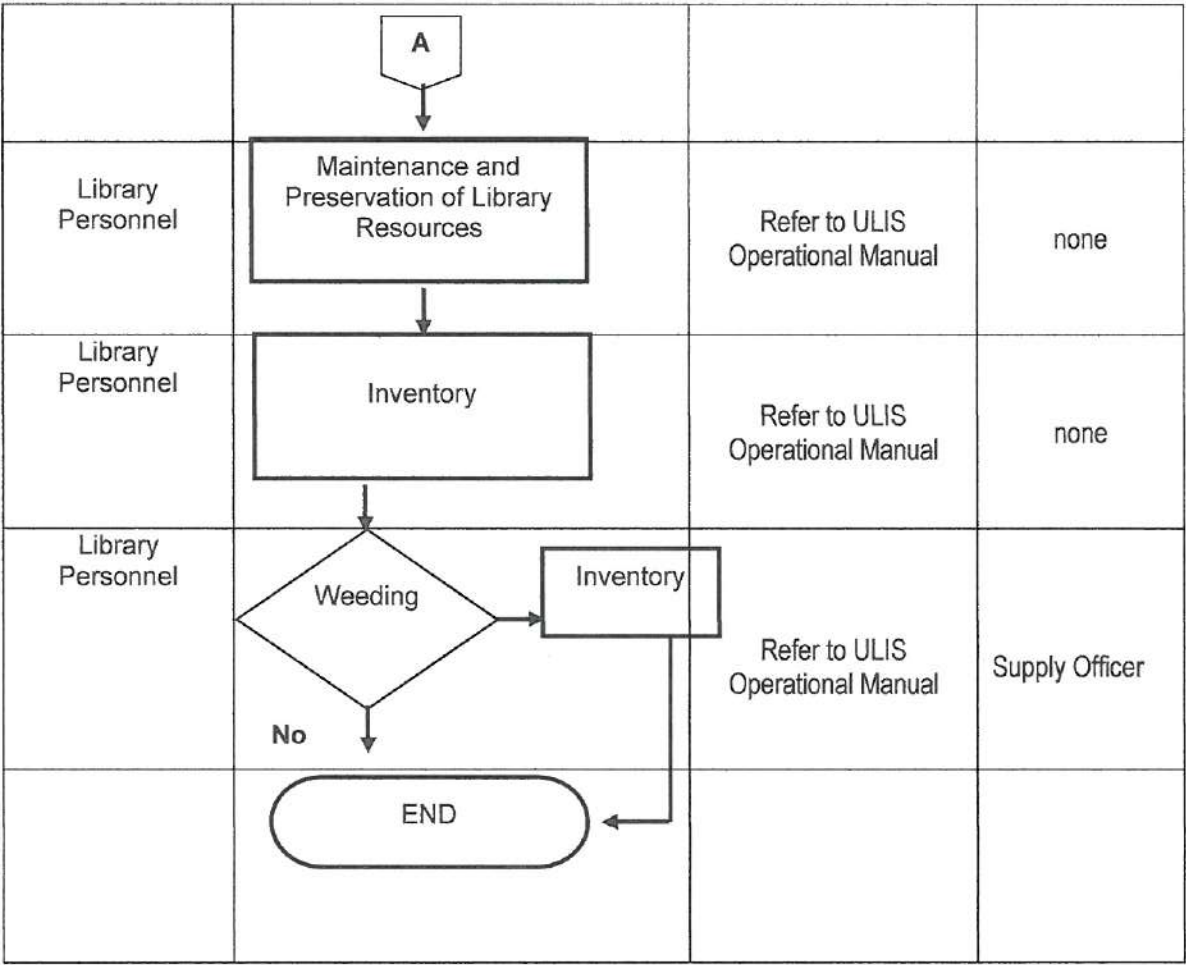
Title	Library Technical Services		
Objectives	To efficiently provide updated library resources to students and other borrowers/users		
Scope	This procedure defines the actions and responsibilities of the library personnel in efficiently rendering services to library users. It includes the selection, acquisition, technical processing, organization, inventory, and disposal or weeding of library resources.		
Definition of Terms	<p>Acquisition - process of obtaining and buying of library resources.</p> <p>Technical Processing - the proces of organizing library materials including mechanical processess in such a systematic way.</p> <p>Circulation of library resources - the process of accessing library materials through charging and discharging of library materials.</p> <p>Maintenance and Preservation of Library Resources - the process of maintaining the aesthetic appeal of library materials by way of repairing, binding, protection, and conservation.</p> <p>Inventory - the process of regular accounting of books and other library resources.</p> <p>Weeding - the process of disposing books and other library resources.</p> <p>Patron - Library users such as students, faculty, employee, alumni, outside researchers.</p> <p>FSLC - Faculty/Student Library Committee</p>		
Responsible	Activity	Notes	Interface
Library Personnel Faculty, Student, Library Personnel, FSLC	<pre> graph TD Start([Start]) --> Selection[Selection of Library Resources] Selection --> Acquisition[Acquisition (Purchase)] Acquisition --> Cataloging[Technical or Cataloging] Cataloging --> A{{A}} </pre>	Refer to ULIS Operational Manual, C.M.O, Syllabi, Collection Analysis	None Specialist
Library Personnel, Pocurement Personnel, Approving body	Acquisition (Purchase)	Refer to Procurement Laws, Inspection Report, Invoice Receipt	Book Dealers, Supplier, Distributor, Supply Officer
Library Personnel	Technical or Cataloging A	Refer to ULIS Operational Manual, DDC, AACR2R, Sears List of Subject Heading, OCLC Cutter's Table, Library System	none

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Reference & Records
OSS-ULIS Operational Manual
Procurement Law

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