

**Minutes of the BPSU Management Review-Vice President Level (RET)**  
**Held on the 20<sup>th</sup> of November 2017 at the Conference Room 1 Administration Building,**  
**BPSU Main Campus, City of Balanga, Bataan**

**I. Call to Order**

In compliance with University Memorandum No. 1261 series of 2017, Research and Extension Heads, Staff and QMS IQA Team Members convened on 20 November 2017 at the Conference Room 1 Administration Building, BPSU Main Campus, City of Balanga, Bataan. Ms. Arlene Ibanez led the group in an opening prayer. Dr. Rudy Flores, Vice-President for Research and Extension called the meeting to order by at 9:05 a.m.

**II. Attendance and Declaration of Quorum**

A quorum was declared. The following Research and Extension Officials and staff were present:

Dr. Rudy Flores	-VP, RET
Dr. Hermogenes Paguia	-Director, Research and Development
Dr. Mel Abas	-Director, Extension Services
Mr. Eduardo Tinao	-RET Chairperson Main Campus
Dr. Jesselyn C. Mortejo,	-Head, Quality Assurance Office
Ms. Arlene Ibanez	-Head, ITSO

*Others Present*

Mr. Leonardo Agoyaoy,	-IQA Team Leader
Ms. Rochelle Tiongson,	-IQA Team Leader
Ms. Joyzel de leon,	-IQA Team Member
Mr. Ralph Escartin	-IQA Team Member
Ms. Joycel Salenga	-IQA Team Member
Mr. Jethro Jake Sampang	-Instructor I
Ms. Fatima B. Bacala	

**III. Adoption of the Agenda**

The agenda of the meeting was read by the secretary as noted in the University Memorandum No. 1261 series of 2017.

- Changes in the external and internal issues that are relevant to the QMS
- Customer Feedback/Satisfaction Data Results and Analysis
- Feedback from relevant interested parties
- Status of Performance vis-à-vis Quality Objectives
- OPCR results/status – cross reference to ...
- Nonconformities and corrective actions via RFAs and RFA Registry
- Relevant trends related to Operational processes
- Internal Audit results
- Performance of external providers
- Resource issues/needs and status
- Effectiveness of actions to identified risks via Risk Registry
- Risks and Opportunities
- Suitability of the Quality Policy
- Changes Affecting the QMS (if any)
- Recommendations for Improvement

**IV. New Business**  
**External and Internal issues that are relevant to the QMS**

Presider explained that in understanding the organization and its context, the organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of it QMS. Dr. Flores asked the group to identify such issues. Mr. Tinao mentioned funding grants and initiatives as very important factors especially in addressing the challenges of free tuition fee bill. Dr. Paguia also identified technology factors such as technology access, licensing patents, intellectual property issues and licensing laws as pertinent issues relevant particularly to research and production process.

**Customer Feedback/Satisfaction Data Results and Analysis**

Dr. Mortejo presented the Customer Feedback Result based on Clientele Satisfaction for Extension Services. Other Customer Feedback from other sources presented is for Research and Development Office.

**Common Feedbacks for Improvement (Research and Extension)**  
**presented by Mr. Eduardo Tinao**

Customer Feedback	Plan of Action/ To Do's/Agreements
<ul style="list-style-type: none"> <li>Problems about liquidation Process</li> </ul>	Finance department- to issue checklist form
<ul style="list-style-type: none"> <li>Problems about purchase requests</li> </ul>	Early submission of research proposal
<ul style="list-style-type: none"> <li>Dilemma about statisticians</li> </ul>	To identify person in-charge of the SPSS purchased by the University
<ul style="list-style-type: none"> <li>Confusions regarding the start of implementation, it is upon signing of memorandum of agreement or upon university memo issuance that their researches have been approved</li> </ul>	To be discussed in the next RDO meeting
<ul style="list-style-type: none"> <li>Problem about communication allowance, how it can be accounted</li> </ul>	Minimum of 2 years duration of approved research can apply for postpaid plan

**Feedback from Stakeholders**

The next agenda tackled were stakeholders' feedback

For the Research and Extension, feedback from External Funding Agencies were the source of feedbacks, other stakeholders such as CHED and ACCUP were also the major sources of feedback for all processes.

For the research and extension feedbacks, Mr. Tinao stated that strict monitoring of projects are now being implemented by the RET department, for CHED feedbacks, For AACCUP feedbacks, the university is given up to 4<sup>th</sup> quarter of 2018 to address the recommendations during the last survey visit

87 **Status of Performance vis-à-vis Quality Objectives**

88  
89 **OPCR results/status – cross reference to MFO Accountability Report Card**

90 The MFO Accountability Report Card presented by Dr. Mortejo reflected the attainment of  
91 the University's target and accomplishment as of September 2017.

92  
93 **MFO 3 Research Services**

94 The targets for the completed research and projects and publication and patenting of  
95 research outputs were not yet achieved. According to Mr. Tinao, they are still expecting  
96 that the accomplishment will increase until December 2017. He also stated that they will  
97 might have problem achieving the target for publication and patenting because it will  
98 depend on the publisher and approving institution.

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100 **MFO 4 Extension Services**

101 Mr. Tinao stated that the extension services have a high chance that the targets in all three  
102 (3) indicators will be achieved by December 2017.

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105 **Status of Performance vis-à-vis Quality Objectives**

106 Each Office presented their quality objectives aligned to the university's MFOs to see the  
107 status of their performance. All Functional Areas have unattained targets as of October 2017,  
108 but increases in accomplishments are expected until December 2017. Those who have not  
109 presented their presentation will be notified through RFAs issuance.

110

Functional Area	Presentor
Research and Extension	Mr. Eduardo Tinao

111  
112  
113 **Nonconformities and corrective actions via RFAs and RFA Registry**

114 Mr. Leonardo Agoyaoy presented samples of audit findings with corrective actions via  
115 RFAs and RFA Registry on the following offices:

- 116
  - Registrar's Office
  - Colleges
  - VP Admin and Finance
  - Financial Management Service

117  
118  
119  
120  
121 Non-Audit Related RFA issued to Finance Office was also presented

122  
123 **Internal Audit results**

124 Sample Audit findings on the following offices that are serious and with pending action  
125 were also presented by Mr. Agoyaoy:

- 126
  - Financial Management Main
  - Financial Management Central
  - PPES Construction
  - Administrative Services
  - VP A/F
  - Colleges

127  
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132  
133 **Relevant Trends related to Operational processes**

134 Current trend and issues related to operational processes of the university were presented:  
135

136 Research and Extension Trends presented by Mr. Eduardo Tinao:

- 137       • Use of Qualitative Method  
138       • Collaborative Research  
139       • CHED’s priority themes  
140       • Online interviews and focus groups

141

142 **Performance Review: External Providers**

143 Dr. Mortejo presented a summary of the performance of the external providers  
144 particularly the Contractors for Infrastructure projects. Based on the data presented, there  
145 are providers who delivered the project within the agreed time frame while there are other  
146 who did not, there are also providers who delivered the project but not within the standard  
147 agreed upon.

148

149 **Effectiveness of Actions Taken to Address Risk**

150 Dr. Jesselyn Mortejo presented the consolidated risk assessment per functional area  
151 and the effectiveness of Actions to address the risks identified: Most of the mitigations and  
152 action taken to address the risk are found to have significant influence on the decreased of  
153 the assessed risks. There are also some identified risks that have not decreased yet in terms  
154 of probability and impact such as the risk of improper monitoring of projects in extension  
155 services.

156

157 **Matters Related to Resources**

158

159 The presider asked the body about the current status, needs and challenges of the RET  
160 department in terms of physical, human resource, financial and information resource.

161

162 Dr. Paguia, mentioned shortage of supplies, internet connectivity and office space as their  
163 needs in the RET department.

164

165 **Risks and Opportunities**

166 The presider asked the group to identify possible opportunities for improvement based on  
167 the matters discussed. Based on the open discussion, the identified opportunities for  
168 improvement are as follows:

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Research	Publication of Research outputs to high quality research journals Increase number of faculty engage in research work Opportunities for external funding of research project
Extension	Opportunities for more socially relevant and effective extension programs
Production (research visibility and utilization and marketing)	Research outputs shall be patented / commercialized / Opportunities for research output s to be used by industry or by other beneficiaries adopted by industry / small and medium enterprise / LGU / community-based organization

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**Changes Affecting the QMS**

Dr. Flores asked the body on the possible changes affecting the QMS. Changes identified were the following:

- Free Tuition Fee –memorandum circular on prioritization of who can avail the free tuition fee
- Amended Guidelines for Preparation of Annual Budget Execution Plans
- New Research units/ centers
- Possible Reorganization of Research and Extension Unit

He asked the group how to address these changes so not to affect how the university operates.

Dr. Paguia stated that they have included in their 2018 annual plan, details of action to be taken to make the new research units functional.

**Suitability of the Quality Policy**

Dr. Mortejo presented to the group the quality policy statement and asked the body about the suitability of the quality policy. The body upon the motion raised by Dr. Paguia and seconded by Ms. Ibanez, agreed on the suitability of the quality policy.

**Recap on Agreements and Actions**

After all the agenda were discussed Mr. Jake Sampang made a recapitulation of the agreements and actions.

**IV. Adjournment**

With no other matters left to discuss, the meeting was adjourned at 12:10 pm.

I hereby certify to the correctness of the foregoing minutes.

**MS.FATIMA B. BACALA**  
**Acting Secretary**

**Attested**

**JESSELYN C. MORTEJO, Ed.D.**  
**QA, Head**

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Acting Secretary

**Attested**

**JESSELYN C. MORTEJO, Ed.D.**  
QA, Head

1 **Minutes of the BPSU Management Review-Vice President Level (Academic Affairs)**  
2 **Held on the 21<sup>th</sup> of November 2017 at the Conference Room 1 Administration Building,**  
3 **BPSU Main Campus, City of Balanga, Bataan**  
4

5 **I. Call to Order**  
6

7 In compliance with University Memorandum No. 1261 series of 2017, Vice\_President for  
8 Academic Affairs, Director of Student Affairs, College Deans of Main Campus, OSA  
9 Chairpersons, Student Representative and QMS IQA Team Members convened on 21  
10 November 2017 at the Conference Room 1 Administration Building, BPSU Main Campus,  
11 City of Balanga, Bataan. Ms. Fatima Bacala led the group in an opening prayer. Dr.  
12 Emmanuel C. Macaraeg called the meeting to order by at 9:11 a.m.  
13

14 **II. Attendance and Declaration of Quorum**  
15

16 A quorum was declared. The following were present:

17 Dr. Emmanuel C. Macaraeg,	- Vice-President for Academic Affairs
18 Dr. Maria Fe V. Roman,	-Campus Director
19 Dr. Jesselyn C. Mortejo,	-Head, Quality Assurance Office
20 Dr. Bernadeth B. Gabor,	- Dean CT
21 Dr. Thelma DG. Manansala,	- Dean CAS
22 Ms. Cristina G. Rivera,	-Dean CICT
23 Engr. Nelson Andres,	-Dean CEA
24 Ms. Mylen Hualda,	-Chairperson OSA
25 Ms. Lorena Zapanta,	-Chairperson OSA
26 Ms. Khristina Anne Dimarucut	-Chairperson OSA
27 Mr. Melvin Escartin	-Chairperson OSA, Main Campus

28

29 *Others Present*

30 Mr. Leonardo Agoyaoy,	IQA Team Leader
31 Ms. Rochelle Tiongson,	IQA Team Leader
32 Ms. Joyzel de leon,	IQA Member
33 Ms. Joyzel Salenga	IQA Member

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- 50 • Suitability of the Quality Policy
- 51 • Changes Affecting the QMS (if any)

- Recommendations for Improvement
- External and Internal issues that are relevant to the QMS**

Presider explained that in understanding the organization and its context, the organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of it QMS. Dr. Mortejo asked the group to identify such issues. Dr. Bernadeth Gabor cited ASEAN Integration and its impact on BPSU Strategic Plan. Dr. Thelma Manansala cited current legislation such as free tuition fee bill, new curriculum and CHED policies and guidelines for different curricular programs.

**Customer Feedback/Satisfaction Data Results and Analysis**

Dr. Mortejo presented the Customer Feedback Result based on the summary of NBC Faculty Evaluation on Teaching Effectiveness, OSA Evaluation for student Services, and Clientele Satisfaction for Extension Services. Other Customer Feedback from other sources presented are for Finance Services and Research and Development Office.

**OSA Evaluation**

Out of the eleven (11) student services evaluated, nine (9) got an agreeable or satisfying rating from students while two (2) services got a disagreeable rating-school cafeteria and maintenance. It was concluded that the food services and maintenance of the university need further improvement. Ms. Lorena Zapanta, OSA Chairperson stated that the results of the evaluation were properly discussed to the concerned unit. The summary of comments and suggestions and the plan of action agreed upon are as follows:

Customer Feedback	Plan of Action/ To Do's/Agreements
➤ Staff not approachable	include as agenda in meetings, on-going leadership seminar for non-teaching
➤ Standing in long lines for hours during enrolment	plan for online registration and payment
➤ Paying Computer fee but no functional computer units in the laboratory-asking for refund	Limit the number of enrollees per laboratory, CEA request for PC units on process
➤ Observing silence in the library, should also include library personnel	Library personnel were informed already and aware of this
➤ Request of tables for Architecture students	Engineering students are allowed to use engineering rooms to work on their plates and other projects
➤ Staff not approachable (include as agenda in meetings.	Personality development seminar will be included in the HR annual plan for 2018
➤ Standing in long lines for hours during enrolment.	Online registration and payment will be implemented by 2018

➤ Food, unreasonable prices	(coordinated with the canteen already, solution: will look for other products)
➤ Cleanliness of canteen	already coordinated with Ma'am Loyola, c/o of maintenance
➤ Employees given special attention	Will be included in the agenda in faculty and staff meetings before the end of 1 <sup>st</sup> semester
➤ Inconsistent implementation of security policies	OSA coordinated with security unit
➤ uncourteous personnel	Dr. Tungol will discuss this to staff meeting this November
➤ problems with comfort rooms	Engr. Valentos will discuss this to the maintenance group
➤ More sheds or waiting places	should be a priority project next year
➤ Chairs not enough	should be included in PPMP

**Student Evaluation on Teaching Effectiveness**  
 Result of the student evaluation on teaching effectiveness was presented by Dr. Thelma. In terms of commitment, knowledge of subject matter, teaching for independent learning and management of learning all the programs yielded very satisfactory rating in general.

**Common Feedbacks for Improvement (Instruction) are as follows:**

Customer Feedback	Plan of Action/ To Do's/Agreements
▶ Never using visuals	To include request of additional LCD Projectors for 2018
▶ Monotonous in teaching	To be addressed in the faculty development program by 2018
▶ Acquire more techniques to motivate students	
▶ Improve class attendance	
▶ Use active learning in class	
▶ Be more consistent in classroom management	
▶ Avoid hostile or inappropriate behavior toward the students	

**Feedback from Stakeholders**

The next agenda tackled were stakeholders' feedback  
 For CHED feedbacks, Dr. Ruby Matibag mentioned that they will submit their compliance report this November. For AACCUP feedbacks, the university is given up to 4<sup>th</sup> quarter of 2018 to address the recommendations during the last survey visit

97 **Status of Performance vis-à-vis Quality Objectives**

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99 **OPCR results/status – cross reference to MFO Accountability Report Card**

100 The MFO Accountability Report Card presented by Dr. Mortejo reflected the attainment of  
101 the University’s target and accomplishment as of September 2017.

102  
103 Based on the data presented, MFO 1 have small variance ranging from -2%–10% in terms  
104 of target number of graduates, and percentage of accredited programs. The QA head  
105 presented her plan of action for the unattained target in accreditation which is submission  
106 of properly documented justification. For the unattained target in number of graduates, the  
107 deans submitted documented information to justify reasons for failure of students to  
108 graduate within the prescribed time frame.

109  
110 **MFO2 Advanced Education Services**

111 All indicators have achieved the set targets except for the number of graduates.

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Functional Area	Presentor
Academics -CEA, CNM, GS,CICT,CIT	Dr. Thelma Manansala

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**Relevant Trends related to Operational processes**

- Instruction presented by Engr. Nelson Andres
- New teaching and learning aids
  - Project oriented learning
  - Mobile learning
  - Use of technology in teaching

**Performance Review: External Providers**

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Dr. Jesselyn Mortejo presented the consolidated risk assessment per functional area and the effectiveness of Actions to address the risks identified: Most of the mitigations and action taken to address the risk are found to have significant influence on the decreased of the assessed risks. There are also some identified risks that have not decreased yet in terms of probability and impact such as the risk of improper monitoring of projects in extension services, mismatching of student aptitude and program requirements and shortage of critical skills within a company's workforce. The identified risks as agreed upon will be addressed in the next student admission and personnel recruitment process.

**Matters Related to Resources**

The presider asked the body about the current status, needs and challenges of the university in terms of physical, human resource, financial and information resource.

<b>Academic</b>	<b>Instruction Materials</b> <b>Syllabus</b> <b>Improved facilities</b> <b>Student Teacher Ratio</b> <b>Faculty development</b>
<b>OSA</b>	<b>Improved services</b> <b>Research</b> <b>Improved food services</b> <b>Utility and maintenance</b> <b>Security</b> <b>Comfort rooms</b>

**Changes Affecting the QMS**

Dr. Mortejo asked the body on the possible changes affecting the QMS. Changes identified were the following:

- Free Tuition Fee –memorandum circular on prioritization of who can avail the free tuition fee
- Amended Guidelines for Preparation of Annual Budget Execution Plans

- New Curriculum
- New Research units/ centers
- Possible Reorganization of Research and Extension Unit
- Program Rationalization
- Opening of new programs
- Closure of Programs (duplicated/not within the mandate)
- Zoning of Programs

She asked the group how to address these changes so not to affect how the university operates.

According to Dr. Macaraeg, new curriculum and policies of CHED will be part of the curriculum review and revision by 1<sup>st</sup> quarter of 2018.

#### **Suitability of the Quality Policy**

Dr. Mortejo presented to the group the quality policy statement and asked the body about the suitability of the quality policy.

Deliberation as to whether the quality policy is still suitable to the organization was done. On motion of Dr. Melvin Escartin duly seconded by Ms. Lorena Zapanta, the body agreed on the suitability of the quality policy.

#### **Recap on Agreements and Actions**

After all the agenda were discussed Mr. Jake Sampang made a recapitulation of the agreements and actions.


#### **IV. Adjournment**

With no other matters left to discuss, the meeting was adjourned at 3:35 pm.

*Prepared by:*

**MS. FATIMA B. BACALA**  
Acting Secretary

**Attested**

  
**JESSELYN C. MORTEJO, Ed.D.**  
QA/ Head