

1 **Minutes of the BPSU Management Review-Vice President Level (Academic Affairs)**
2 **Held on the 21th of November 2017 at the Conference Room 1 Administration Building,**
3 **BPSU Main Campus, City of Balanga, Bataan**
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5 **I. Call to Order**
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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.
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14 **II. Attendance and Declaration of Quorum**
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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

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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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35 **III. Adoption of the Agenda**

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

- 38 • Changes in the external and internal issues that are relevant to the QMS
- 39 • Customer Feedback/Satisfaction Data Results and Analysis
- 40 • Feedback from relevant interested parties
- 41 • Status of Performance vis-à-vis Quality Objectives
- 42 • OPCR results/status – cross reference to ...
- 43 • Nonconformities and corrective actions via RFAs and RFA Registry
- 44 • Relevant trends related to Operational processes
- 45 • Internal Audit results
- 46 • Performance of external providers
- 47 • Resource issues/needs and status
- 48 • Effectiveness of actions to identified risks via Risk Registry
- 49 • Risks and Opportunities
- 50 • Suitability of the Quality Policy
- 51 • Changes Affecting the QMS (if any)

- 52 • Recommendations for Improvement

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54 **External and Internal issues that are relevant to the QMS**

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

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

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

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70 **OSA Evaluation**

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72 Out of the eleven (11) student services evaluated, nine (9) got an agreeable or
 73 satisfying rating from students while two (2) services got a disagreeable rating-school
 74 cafeteria and maintenance. It was concluded that the food services and maintenance of the
 75 university need further improvement. Ms. Lorena Zapanta, OSA Chairperson stated that the
 76 results of the evaluation were properly discussed to the concerned unit. The summary of
 77 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 st 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

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79 **Student Evaluation on Teaching Effectiveness**

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

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

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Customer Feedback	Plan of Action/ To Do's/Agreements
▶ Never using visuals	To be addressed in the faculty development program by 2018
▶ Monotonous in teaching	
▶ 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	

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87 **Feedback from Stakeholders**

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89 The next agenda tackled were stakeholders' feedback

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91 For CHED feedbacks, Dr. Ruby Matibag mentioned that they will submit their compliance
 92 report this November. For AACUP feedbacks, the university is given up to 4th quarter of
 93 2018 to address the recommendations during the last survey visit

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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.

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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.

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110 **MFO2 Advanced Education Services**

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

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

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

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

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122 **Nonconformities and corrective actions via RFAs and RFA Registry**

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

- 125 • Registrar’s Office
- 126 • Colleges
- 127 • VP Admin and Finance
- 128 • Financial Management Service

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130 Non-Audit Related RFA issued to Finance Office was also presented

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132 **Internal Audit results**

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

- 135 • Financial Management Main
- 136 • Financial Management Central
- 137 • PPES Construction
- 138 • Administrative Services
- 139 • VP A/F
- 140 • Colleges

145 **Relevant Trends related to Operational processes**

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147 Instruction presented by Engr. Nelson Andres

- 148 • New teaching and learning aids
- 149 • Project oriented learning
- 150 • Mobile learning
- 151 • Use of technology in teaching

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153 **Performance Review: External Providers**

154 Dr. Mortejo presented a summary of the performance of the external providers
 155 particularly the Contractors for Infrastructure projects. Based on the data presented, there
 156 are providers who delivered the project within the agreed time frame while there are other
 157 who did not, there are also providers who delivered the project but not within the standard
 158 agreed upon.

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

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

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170 **Matters Related to Resources**

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

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

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176 **Changes Affecting the QMS**

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

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

- 182 • New Curriculum
- 183 • New Research units/ centers
- 184 • Possible Reorganization of Research and Extension Unit
- 185 • Program Rationalization
- 186 ➤ Opening of new programs
- 187 ➤ Closure of Programs (duplicated/not within the mandate)
- 188 ➤ Zoning of Programs

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

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193 According to Dr. Macaraeg, new curriculum and policies of CHED will be part of the
194 curriculum review and revision by 1st quarter of 2018.

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197 **Suitability of the Quality Policy**

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

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

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206 **Recap on Agreements and Actions**

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

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211 **IV. Adjournment**

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

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Attested



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

Prepared by:

MS. FATIMA B. BACALA
Acting Secretary