

Minutes of the Management Review

The Management Review was attended by VPs, Deans and Directors and Unit Heads of the university led by the Vice President for Academic Affairs, Dr. Elvin F. Gaac. It started at 8AM with the invocation led by Mrs. Neomie Faminialan (HRMO) followed by the singing of the National Anthem conducted by Ms. Hedy Fomtamilas, the University Guidance Counselor.

In his opening remarks and overview of the management review, Dr. Bilshan F. Servañez emphasized that the university must have establish standard operating procedures in all its services that are aligned with ISO certification requirements. He added that the scope (of identified services) of the quality management system (QMS) should be clearly defined as these would be the subjects for compliance audit during the actual validation of ISO auditors. He added that the next time that a management review is conducted, it could possibly be done quarterly or twice a year whenever the university sees it appropriate. On the other hand, Dr. Gaac , in his message encouraged all the attendees to actively participate in the review pointing out the necessity for the university to align its processes and systems in the quality assurance framework that is relevant, customer-focused and with the elements of continuous improvement. He ended his message by saying that “nobody else will work for and help RSU to make a difference but us alone”.

Dr. Servañez presented the Quality Manual particularly the Quality Policy Statement and on the Admission and Registration of students. On the policy statement, Professor Edgar Andalecio commented that the word “MIMAROPA” shall be deleted. According to him, it seems that, with the word MIMAROPA, the internationalization and globalization thrusts of the university are being withheld. Dr. Emelyn F. Montoya, the Dean of the College of Business and Accountancy also commented on the word reliability as the term is synonymous with the word quality. Dr. Mark Calimbo, the Dean of the College of Arts and Sciences remarked that the word “customer” be changed to stakeholder/clientele as “customer” connotes that the university is a business entity. With some other comments and suggestions, the group decided the adoption of the revised version of the quality polity statement (Please see attached as compared to the original text).

On the matter regarding the admission and registration procedure, all the Deans remarked of the sequencing of the process flow. They suggested to revise some steps of the procedure to be based from the

actual practice of automated enrollment system (please see attached revised version as compared to the original text).

Part also of the review was the customer satisfaction feedback using the standardized survey instrument. The Deans and Campus Directors had presented and discussed their respective evaluation results as to the level of satisfaction of students related to admission and registration services. Generally, the satisfaction feedback of the students across campuses and colleges is above 90%. This result suggests that the students of RSU as a whole is satisfied with the admission and registration services of the university. Comments and suggestions however of the students were collated and become part of the recommendations for continual improvement. These recommendations will be forwarded to the University President for his perusal and preferential action (please see attachments).

Regarding the additional services to be included in the scope of the quality manual, Dr. Gaac asked all academic and non-academic unit heads present to strategically identify their respective service/s for inclusion in the QMS. Additional services are as follows:

1. Academic Units- Evaluation of Honor Students
Evaluation of Graduating Students
2. Research, Extension & Training
Proposal Submission and Approval
Implementation, Monitoring and Final Report
Submission
3. Medical and Dental Unit- Consultation
4. Cashiering Unit- Collection. Disbursement and Refund
5. Guidance and Counselling- Counselling
Releasing of Certificate of Good
Moral
Character
6. Registration- Releasing of Transcript of Records (TOR)
Releasing of Certificate of Grades
Releasing of Diploma
7. HRMO- Releasing of Certificate of Employment,
Appointment, Service Record
Recruitment and Selection/Hiring

SUMMARY RESULT OF CUSTOMER SATISFACTION FEEDBACK

Services Rated: **Admission and Registration**

COLLEGE/INSTITUTE /CAMPUSES	Overall Perception		Mean
	Admission	Registration	
CAFF	94.12	79.1	86.11
CAS	100	78	89
CBA	97.5	97.5	97.5
CED	79.58	97.59	88.59
CET	91.49	80	85.74
ICJE	84	60	72
IIT	100	100	100
Calatrava Campus	98	100	99
San Andres Campus	100	100	100
Romblon Campus	95.51	92.86	94.18
Sta. Maria Campus	100	96.67	98.35
	Grand Mean		91.86

Comments

- Treat your customer with respect and answer the questions and clarification clearly, properly and in good tone.
- Evaluate the customer with respect.
- It is okay to have a noon break but please at least have a staff who will accommodate the students during lunch breaks.
- Please be responsible anytime for the sake of the students.
- Shorten the enrolment time.
- I suggest that the university conduct seminars that will develop good employees attitudes towards the students during their services
- Strictly start the transaction at 8AM.
- Immediate response please.
- Good treatment to the students.
- Staff must be accommodating and cheerful.
- Listen first to what the students were trying to say.
- Just continue the job well done performed by the office of the registrar so that students will be satisfied and also those individuals who need their service.
- Please facilitate well your service in order for us to be satisfied in your rendered service.
- Always entertain the concern of the students.

- Always be approachable and listen to the concerns of the students.
- My suggestion is to assist the students properly.
- The staff should entertain the person in a good manner.
- Please be more patient especially to those students who are asking questions or clarification.
- Most of the services are good. The only thing that I don't like is during the enrollment day wherein the enrollment are a bit slow causing a long line. Everything is great.
- Good work all the time.
- I suggest that the staff of the registrar should change his attitude towards the students who are doing an inquiry.
- Stop being moody. Be professional all the time and to all students.
- Served fairly and entertain in way you can help them.
- Be friendly to the students. Try to be patient and understand the situation of the students. Be approachable.
- I can say that the registrar's office staff are not approachable.
- When the time that I approached them, I asked in a good manner but I was not treated well. I suggest that they should treat the students fairly. Stop being moody.
- I suggest that the registrar's office staff will respect every student. Stop being bias. I'm satisfied with their service because they help everyone about their problems.
- Keep improving for the student's welfare.
- Entertain the customer politely. Wag mainit ang ulo. Kalma lang.

Recommendations

1. The Office of the President to issue an Office Order reiterating strong adherence to NO NOON BREAK POLICY to continuously accommodate students.
2. The Office of the President through the VPASS to increase the number of personnel at the Cashier (ground floor) during enrolment period.
3. The Office of the President through Guidance and GAD offices to conceptualize and conduct seminar/workshop regarding customer handling and professional ethics.
4. The Office of the President through the Office of the VPAA to issue a memorandum to the Deans/Directors reiterating the consistent orientation among the students the NO EXTENSION policy during enrolment.
5. The Office of the President through the VPAA to issue a memorandum to the Deans/Directors reiterating the submission of student's grade on-line on the required date/s for the students to enrol at once.

I certify to the correctness of the foregoing minutes of the Management Review.

CGBT
Christine Grace B. Gapi
Secretariat

Attested:


ELVIN F. GAAC
VPAA

APPROVED:


ARNULFO FREGON DE LUNA
University President


Annexes to the meeting(changes to the policy statement and process flow for admission and registration)

RSU QUALITY POLICY STATEMENT (Original)

“We are committed to provide relevant services to students and customers in both the government and private sectors in MIMAROPA Region with the highest standards of quality and reliability within our capabilities and resources according to customer and all applicable regulatory and statutory requirements and to continually improve the effectiveness of our QUALITY MANAGEMENT SYSTEM at all times in order to meet customer satisfaction.”

RSU QUALITY POLICY STATEMENT (Revised)

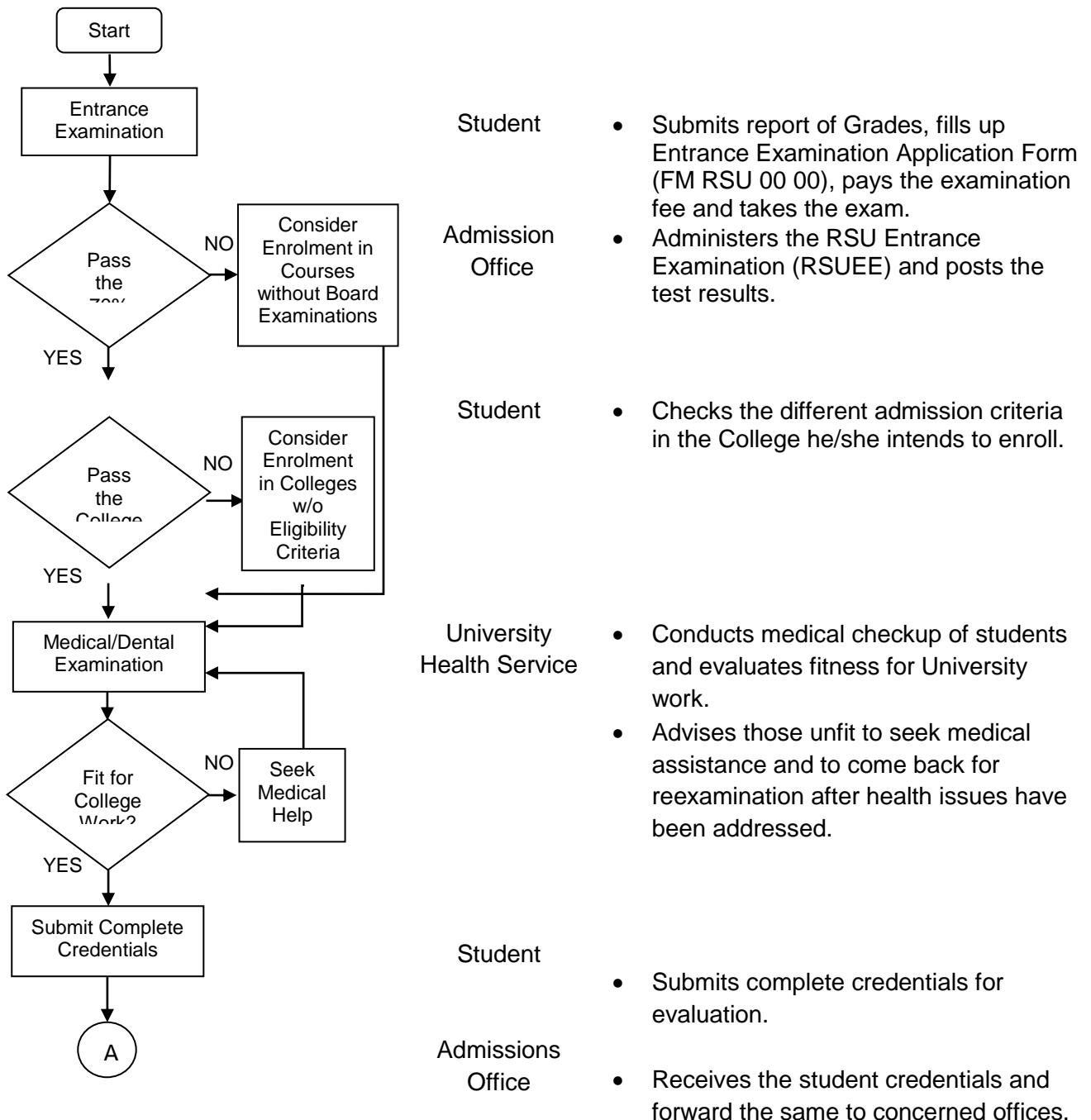
“We are committed to provide relevant services to students and other stakeholders in both the government and private sectors with the highest standards of quality and value within our capabilities and resources according to the needs of the clientele and all applicable regulatory and statutory requirements to continually improve the effectiveness of the QUALITY MANAGEMENT SYSTEM at all times for client satisfaction.”

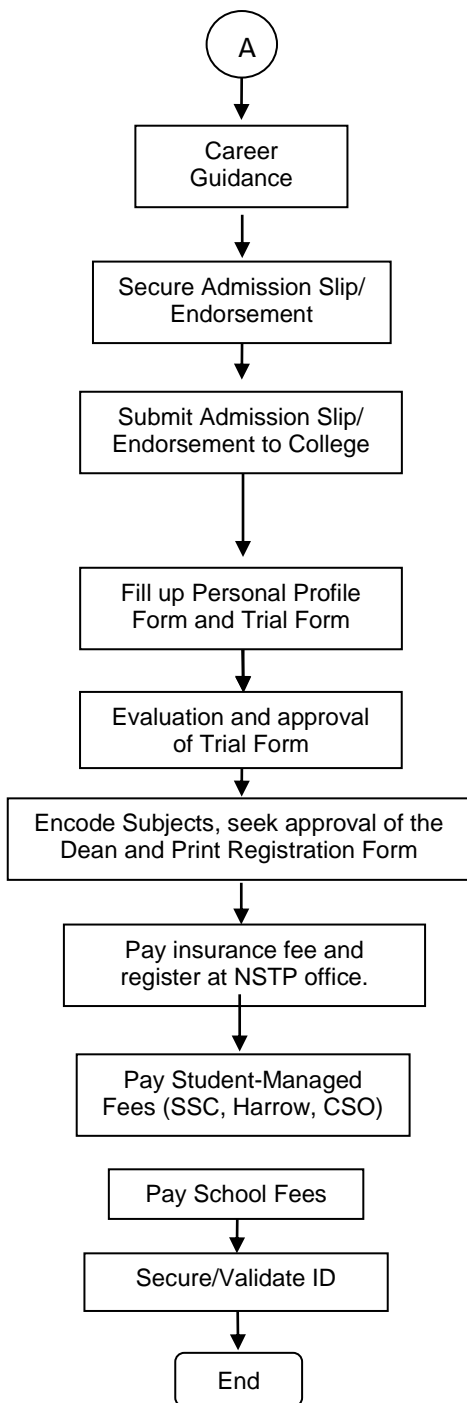
	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-00-00
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	7 OF 3
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2019
SUBJECT	ADMISSION AND REGISTRATION OF STUDENTS (Original Text)		

FLOW

PERSON RESPONSIBLE

DETAILS





Guidance Office

- Conducts interview and rates the students as per interview, grades and examination score and advises him/her on what course best to take.

Admissions Office

- Issues Admission Slip (FM RSU 00 00) and endorsement to College where student will enroll.

Student

College Clerk

- Submits Admission Slip and endorsement to College.

- Receives Admission Slip and issues Personal Profile Form (FM RSU 00 00) and Trial Form (FM RSU 00 00).

Student

Department Chairman

- Fills up Personal Profile Form and Trial Form.

- Checks Trial Form entries and approves subjects for encoding.

Student, Dean and Clerk

- Pay NSTP fee to the cashier and register

- Creates account for student using the student's email address and encodes personal data of student.

Student and NSTP Director

- Encodes subjects to student account and generate fees to be paid; prints student Registration Form (FM RSU 00 00).

Student and Cashier

- Pays school fees to Cashier and submits copy of Registration Form to Registrar.

Student

- Stamps the Registration form and enters student name as enrolled in the automated admission system.

- Proceeds to the IIT to secure ID and to the Registrar for validation.

REVISED TEXT

1.0 Objective:

The general objective is to guide students on the step by step process for enrollment and introduce to them the policies and requirements for admission and registration.

2.0 Scope:

This procedure covers all freshmen hoping to seek admission to the University and also for transferees from other institutions.

3.0 Definition of Terms:

RSU Entrance Examination – an instrument for determining the entry levels of students as far as English, Mathematics and Science subjects are concerned. The examination intends to separate students that would take courses with board examinations and those that would take courses without board examinations. The Entrance Examination is administered by the University Admissions Office

University Admissions Office – an organization in the University that is tasked with screening of students for entry to the University. The organization is tasked with administering the University Entrance Examination and screening students for assignment to the courses they would have greater chance of succeeding. The admissions office is tasked with receiving student credentials and other admission requirements.

70% Cutoff Rate – the score in the entrance examination that the student has to make in order for her/him to take a course with board examination.

College Criteria – refers to the high school grade requirement and entrance exam score requirement of students for them to be eligible in enrolling in a particular course offered by some colleges. The criteria are set by some colleges in order to have a high probability of passing in the board examinations.

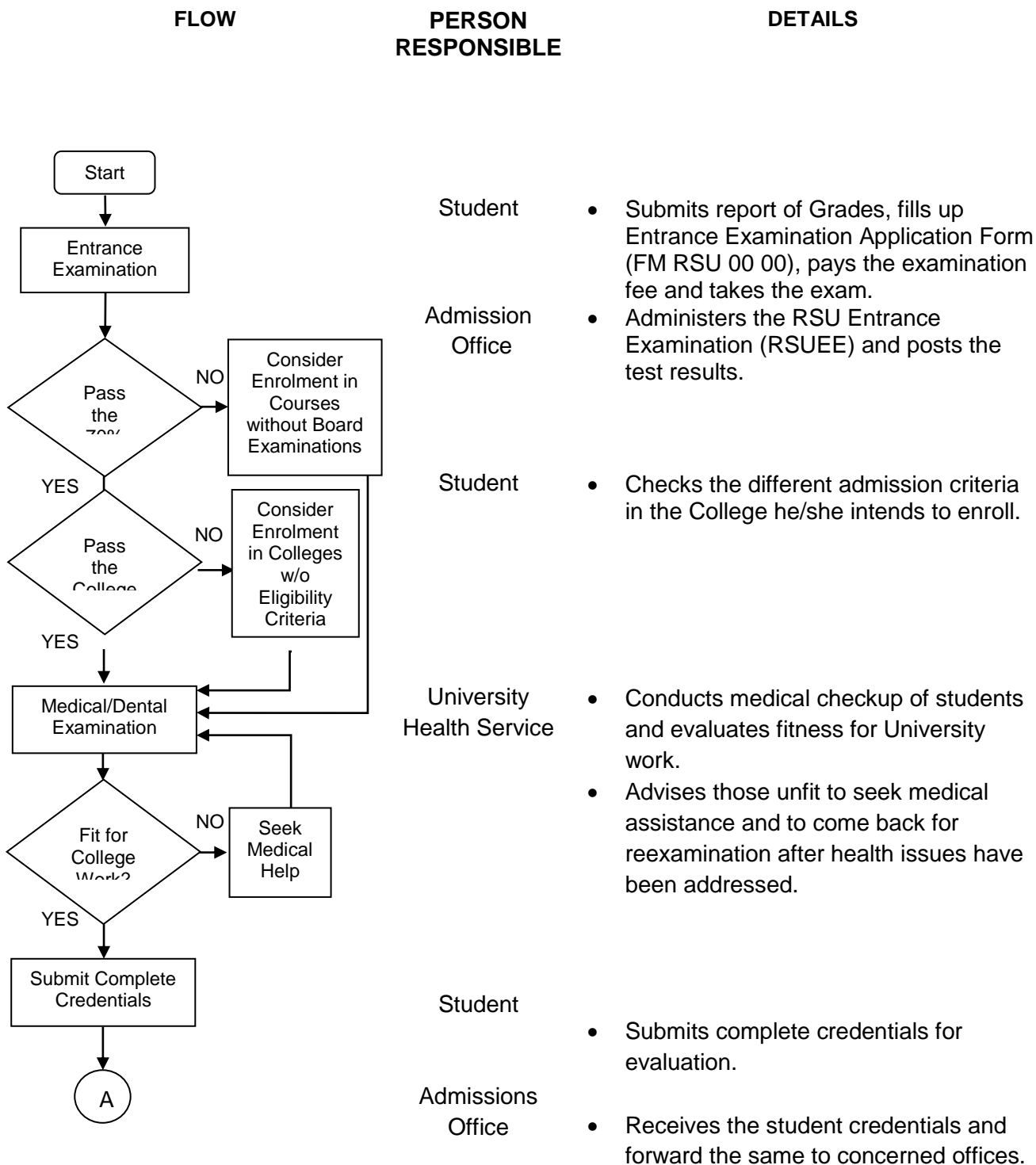
4.0 Records

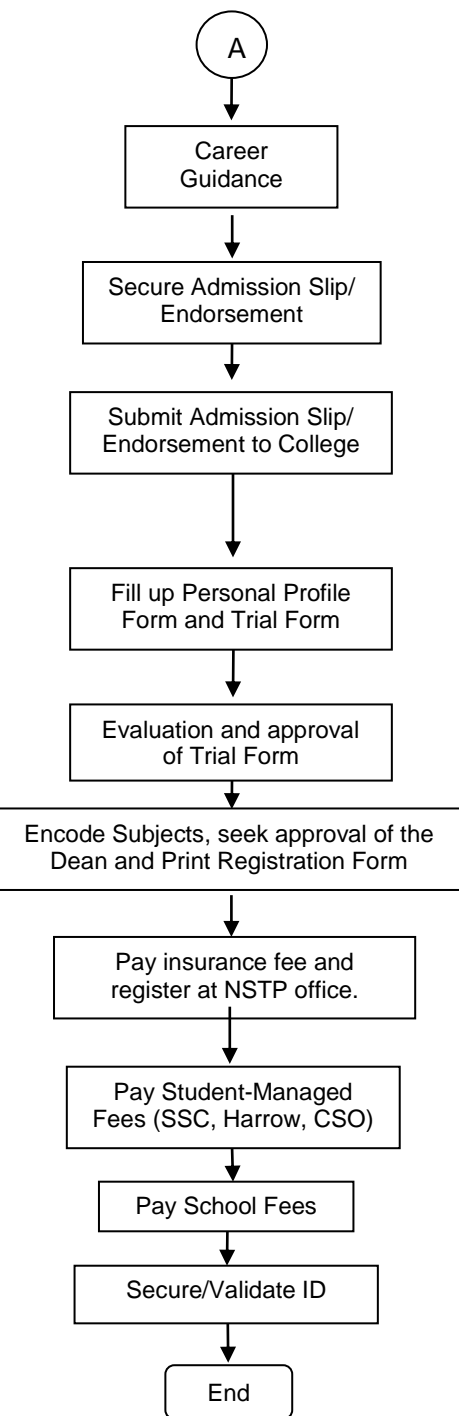
Entrance Examination Application Form
Student Profile Form
Registration Form
Student Credentials

5.0 References

University Manual
College Operations Manual
Student Manual

6.0 Procedure





Guidance Office

- Conducts interview and rates the students as per interview, grades and examination score and advises him/her on what course best to take.

Admissions Office

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Student

College Clerk

- Submits Admission Slip and endorsement to College.

Student

Department Chairman

- Receives Admission Slip and issues Personal Profile Form (FM RSU 00 00) and Trial Form (FM RSU 00 00).
- Fills up Personal Profile Form and Trial Form.

Student, Dean and Clerk

- Checks Trial Form entries and approves subjects for encoding.
- Creates account for student using the student's email address and encodes personal data of student.

Student and NSTP Director

- Encodes subjects to student account and generate fees to be paid; prints student Registration Form (FM RSU 00 00).

Student and Org. Treasurer

- Pay NSTP fee to the cashier and register

Student and Cashier

- Pay student-managed fees
- Pays school fees to Cashier and submits copy of Registration Form to Registrar.

Student and ID Officer

- Stamps the Registration form and enters student name as enrolled in the automated admission system.
- Proceeds to the IIT to secure ID and to the Registrar for validation.