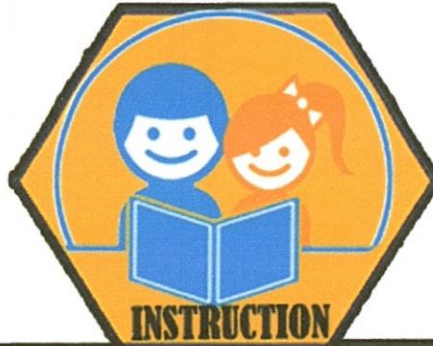


KALINGA STATE UNIVERSITY

Bulanao, Tabuk City, Kalinga



INSTRUCTION



RESEARCH




EXTENSION

QMS MANUAL

QUALITY MANAGEMENT SYSTEM

2018 Edition



	Kalinga State University Quality Management System Introduction	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	11/20/18
		Revision No.:	Rev. 1.0
		Page No.:	1

The Kalinga State University Management System Quality Manual is established essentially to define the policies, systems and procedures adopted to implement and continually improve the Quality Management System of the university. Basically, the Manual is aimed to:

- Promote and inculcate the desired culture of quality;
- Demonstrate how a quality management system operates;
- Define and clarify quality functions;
- Meet clients' demands for their satisfaction; and
- Meet international standards.

The Manual includes:

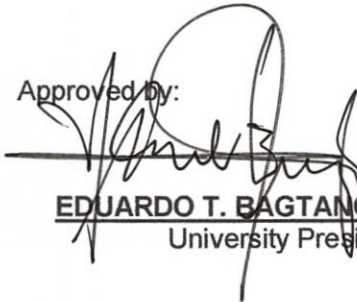
- The scope of the quality management system, with details of and justification for any exclusions;
- The documented procedures established for the quality management system, or reference to them; and
- A description of the interaction between/among the processes of the quality management system.

Endorsed by:



SHEILA MAE CAROL A. BUSLIG, PhD
 QMS Leader/Head

Approved by:



EDUARDO T. BAGTANG, CPA, DBM
 University President

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Kalinga State University
Quality Management System
Agency Profile

Doc. Ref No.:	KSU QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	2

A. KSU History

On January 26, 1986, the Kalinga-Apayao State College was created under P.D. 2017 mandating the merging of the Kalinga Community College, BIBAK National Agricultural School, Doña Eufronia Molina Puzon Memorial National High School and the Tabuk National High School. However, its operation took effect only on October 7, 1992.

The Kalinga–Apayao State College was converted into Kalinga State University through merit on December 15, 2015 by virtue of the CHED Certification acknowledging the conversion of KASC to Kalinga State University which was eventually confirmed by the KSU Board of Regents through its Board Resolution No. 1243, s. 2016 dated January 21, 2016.

B. Mandate

In Section 2 of Republic Act No. 10584, the University is mandated primarily to provide advanced education, higher technological, professional instruction and training in the fields of arts, agriculture, forestry, social and natural sciences, and technology, and other relevant fields of study. It shall also promote and undertake research and extension services and provide progressive leadership in its area of specialization.

(Source: Kalinga State University Code Approved BOR Resolution No. 1390 series of 2017 (Chapter II Section 2))

C. Vision

A Knowledge and Technology Hub in Asia-Pacific Region

D. Mission

Kalinga State University shall primarily provide advanced education, professional instruction & training in the arts, agriculture, forestry, social & natural sciences and technology, and other relevant fields of study. It shall also promote and undertake research and extension services, and provide progressive leadership in its areas of specialization.

E. Core Values

In order to attain its vision-mission, KSU shall adhere always to Good Governance in all its endeavors; treat all its clientele and employees with Kindness and Compassion; promote Strong Sense of Service orientedness and Commitment; and foster Unity and Love for Nature and Humanity. *(Source: Kalinga State University Code Approved BOR Resolution No. 1390 series of 2017 (Chapter II Section 2))*

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Kalinga State University
Quality Management System
Agency Profile

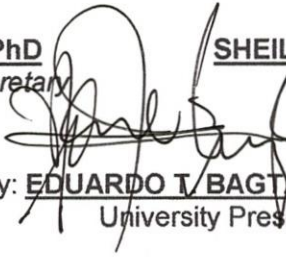
Doc. Ref No.:	KSU QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	3

Prepared by:


PERFELIA R. BUEN, PhD
University and Board Secretary

Endorsed by:


SHEILA MAE CAROL A. BUSLIG, PhD
QMS Leader/Head


Approved by: **EDUARDO T. BAGTANG, CPA, DBM**
University President

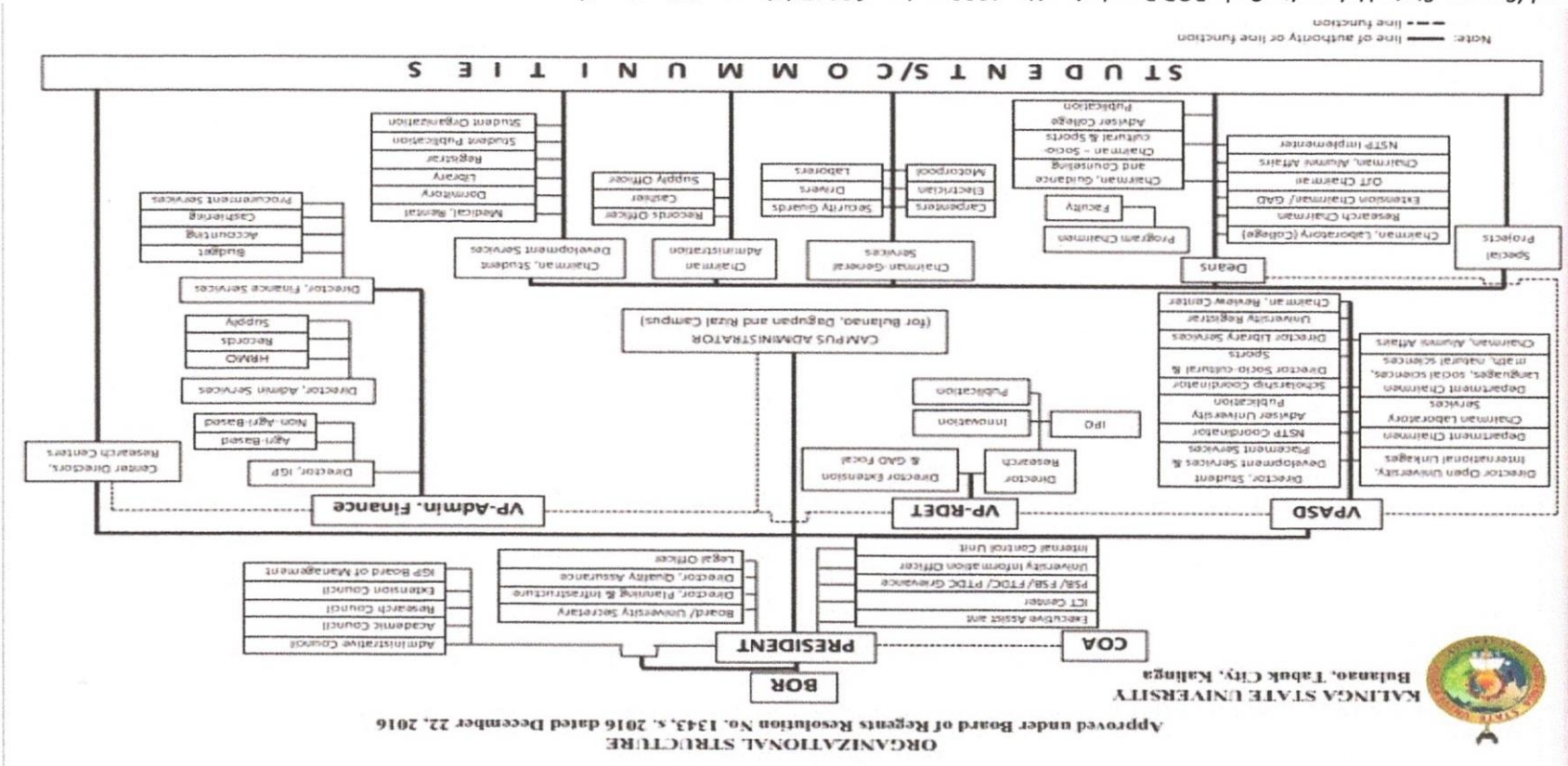
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Kalinga State University Quality Management System Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	4

A. Organizational Chart



Approved (Source: State University Code BOR Resolution No. 1390 series of 2017 (Chapter II Section 2))

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Kalinga State University
Quality Management System
Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	5

B. Functional Descriptions

The University President. The President is the Chief Executive Officer of the University whose powers, duties, term of Office and manner of appointment are defined in R.A. 10584 as amended by R.A. 8292. The University shall be headed by a President, who shall render full-time service and who shall be appointed by the Board, subject to the guidelines, qualifications and standards set by the Board, upon recommendation of a duly constituted search committee.

Functions and Responsibilities of the University President:

- i. He shall be the Chairman of the Administrative Council, Academic Council and the Ex-Officio of the State University;
- ii. He shall have, upon authority of the Board, general administration and supervision of all business, financial and academic operations of the University;
- iii. He shall have, upon authority of the Board, general administration and supervision of all officers, members of the teaching staff and non-teaching staff of the State University;
- iv. He shall carry out the general policies laid down by the Board of Regents, and shall have the power to act within said policies. He shall undertake, direct and assign the details of an Executive action;
- v. He shall have the power and duty to determine and prepare the agenda of all meetings of the Board of Regents, Administrative Council and Academic Council. Any member of the Board and Councils, however, is entitled to have any pertinent matter included which shall be signed by him;
- vi. He shall preside at commencement and other public exercises of the college, and confer such degrees and honors as granted by the Board of Regents. All diplomas and certificates issued by the University shall be signed by him. He shall exercise the powers and functions delegated to him or as authorized by the Board of Regents;
- vii. He shall have the authority to grant service credits and to change the leave status of any member of the academic staff from teacher's leave to vacation - sick leave or vice-versa in the interest of the service subject to policies approved by the Board of Regents and Civil Service laws and regulations;
- viii. He shall be responsible with all members of the academic and non-academic staff in the full discharge of their functions; and if the exigency of the service demands, he shall, after consultation with the officer concerned in proper case, initiate the necessary proceedings and appropriate actions;
- ix. He shall submit to the Board of Regents, annual report, on work of the preceding year and the needs of the college for the next year on or before the last day of January of each year;
- x. He shall present to the Board of Regents, proposed annual program plan

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Kalinga State University
Quality Management System
Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	6

- and budget of the State University for approval;
- xi. He shall have the right to modify or disapprove any action or resolution of any official in the University, if in his judgment, the interest of the University so requires. Should such power be exercised, he shall communicate his decision in writing to the body concerned, stating therein the reasons for his action, thereafter, he shall inform the Board of Regents accordingly which body may subsequently take any action deemed appropriate;
 - xii. The University President shall have the authority to receive all processes against the State University;
 - xiii. He shall have the authority to request any secondary or elementary school in the region or any part of the country as a training or laboratory school of the university in consultation with the school administration concerned;
 - xiv. He shall have, with authority of the Board, to request for loans or transfer of personnel, apparatus, equipment or supplies from any bureau or office of the National Government as may be needed by the State University;
 - xv. With proper authority from the Board of Regents, he shall sign and execute in behalf of the State University all contracts, deeds and other instruments necessary for the proper administration and supervision of the State University. However, in regular recurring undertakings and transactions where his action is virtually ministerial, conditions and terms thereof having been fixed in the college's existing regulations, and general laws, he may direct through written instruction, that approval in specified cases be made in his behalf by officers of administration or heads of units, subject to such safeguards as he may impose, without prejudice to his power of revocation;
 - xvi. The President may invite, from time to time, scholars of eminence and other persons who have achieved distinction in some learned profession or career, to deliver a lecture or a series thereof, and for such services to be taken from miscellaneous funds at rates in accordance with existing rules and regulations of the State University;
 - xvii. He shall have the authority to grant, deny or extend the fellowship/training grants of any members of the faculty and staff as specified in the contract;
 - xviii. He shall, with authority of the Board, have the authority to accept the resignation, retirement and leaves of absence with or without pay of members of faculty and non-teaching;
 - xix. He shall have, with authority of the Board, power to recommend for appointment of faculty members and non-teaching from one unit of the university to another unit due to the exigency of the service;
 - xx. He shall authorize the transfer of faculty members and non-teaching staff from one unit of the university to another unit due to the exigency of the service;
 - xxi. He shall appoint qualified members of the faculty as fellows of the State University, either full or partial to enable them to pursue graduate studies in

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Kalinga State University
Quality Management System
Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	7

- the country or abroad. As such, he shall fix the financial assistance to any fellow in accordance with existing regulations, he shall issue adequate safeguards for the operations of student organizations and other student activities;
- xxii. He shall have the authority to renew appointment of personnel for not more than one year if the budget permits and the services are necessary, to make ad-interim appointments when the need of the service so requires;
 - xxiii. He shall have the right to approve or disapprove the application for retirement of members of the faculty and staff and to provide funds for its purpose;
 - xxiv. He shall approve promulgated rules as deemed necessary for the safekeeping and proper disbursement of student funds of all student organizations officially recognized by the State University;
 - xxv. He shall generate funds and grant-in-aid in support of research and development projects aside from annual budgetary allocations of the University; and
 - xxvi. He shall have the power to recommend to the Board of Regents merit increases and promotions to deserving members of the faculty and staff. He shall have such other powers and duties as elsewhere provided in the KSU Code/Charter, as maybe especially authorized by the Board of Regents and other pertinent laws.


(Source: Kalinga State University Code Approved BOR Resolution No. 1390 series of 2017 (Chapter II Section 2)

The University Secretary

The functions of the University Secretary shall be:

- i. Prepare agenda for all regular and special meetings of the State University, and deliver the same to appropriate offices at least 10 days before its scheduled meeting;
- ii. Transcribe the minutes of each meetings and have the transcribed minutes attested by the chairman/presiding officer;
- iii. Prepare and issue other excerpts of minutes and/or certification on certain policies promulgated;
- iv. Keep custody of all records of policies/actions approved by the Committee/Body;
- v. Act as secretary to the administrative and academic councils and to other bodies that may be formed or created by the university;
- vi. Consolidate the proposed agenda and issue of notices of meetings of form or created councils or bodies, and take down minutes of the proceedings thereof;
- vii. Keep custody of classified records; issue excerpts of or certification of actions upon request of authorized employees or officials; and

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	Kalinga State University Quality Management System Organizational Structure	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	8

- viii. Perform other functions that may be directed by higher authorities.

The Director for Planning and Development


The functions, duties and responsibilities of the Director for Planning and Development are:

- i. Assist the University President in the planning, implementation, monitoring and evaluation of the State University academics plans and campus development;
- ii. Coordinate with the VPAF and VPASD on the formulation and packaging of academic plans, strategic and investment plans and proposals;
- iii. Monitor and evaluate the implementation of development plans, programs and projects of the State University;
- iv. Exercise general supervision over infrastructure unit in identifying, defining and maintaining the boundaries and other technical aspects of the landholdings of the State University;
- v. Implement Executive orders, Letter of Instructions, Proclamations from higher authorities which are pertinent to the landholdings of the State University;
- vi. Facilitate the acquisition of permits, clearances and other pertinent requirements from the Department of Environment and Natural Resources (DENR) with respect to the implementation of projects, cutting and transporting of trees within the State University reservation areas;
- vii. Conduct regular ocular inspection and inventory of needs and developments of satellite campuses, landholdings, experimental sites, production sites, demonstration sites, etc. of the State University;
- viii. Initiate measures on the protecting of watershed resources within the State University landholdings in coordination with appropriate units of the State University;
- ix. Act as an internal area chair for Physical Plant during AACUP accreditation activity; and
- x. Perform other functions as may be designated by higher authorities.

Director of Quality Assurance

- i. The Director will recommend and supervise the designated institutional Chairman and members for the internal accreditors/NBC Evaluators/Workload committees;
- ii. Train faculty members to become internal accreditors;
- iii. Evaluate the readiness of program or course subjects for accreditation activities in coordination with the College Deans and University President;
- iv. Provide logistics in coordination with the University President to the

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	Kalinga State University Quality Management System Organizational Structure	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	9

- programs subject for accreditation activities;
- v. Submit plans, annual reports and other pertinent records as may be required by higher authorities.
 - vi. Devise plans, programs and policies regarding NBC and ISO/ISA evaluation activities in consonance with national, local and institutional standards;
 - vii. Act as the over-all Chairman during accreditation/NBC/ISO/ISA evaluation; and
 - viii. Perform other functions as may be designated by higher authorities.

Office of the Vice President for Academics and Student Development. (VP-ASD)

The Functions of the Office of the Vice President for Academics and Student Development (VPASD) are:

- i. Assist the President in the administration of academic, Sports and Socio-Cultural matters;
- ii. Exercise general supervision for the planning, implementation, coordination, monitoring and evaluation of the academic and academic-related policies, programs, projects and services of the State University through the offices under his jurisdiction;
- iii. Administer and supervise plans and programs of the offices under his jurisdiction;
- iv. Chair the Faculty Training & Development Committee (FTDC) and Faculty Selection Board (FSB) of the State University; and
- v. Perform other roles, duties and responsibilities as may be directed by higher authorities.

The College Deans

The Following are the Major Functions, Duties and Responsibilities of the College Deans.

Each College shall be headed by a Dean to be designated by the University President upon recommendation of the Search Committee and consultation with the faculty. The Deans must have at least an appropriate Master's degree in line with the degree programs offered with the college as defined by their respective CMOs, at least an Assistant Professor with five (5) years of experience in college teaching and in the management and operation of a department as chairman/director/campus administrator. He shall serve a term of one (1) year without prejudice to re-designation based on very satisfactory performance for another term only.

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Kalinga State University
Quality Management System
Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	10


The College Deans shall exercise general administrative and supervisory functions over the following organic personnel or offices under his office:

- a. Chairman Laboratory
- b. Program Chairmen/ Laboratory HS Principal;
- c. Chairman for Research;
- d. Chairman for Extension, Training and GAD;
- e. Chairman, Guidance and Counseling;
- f. Socio-cultural and Sports Chairman;
- g. Chairman, Quality Assurance
- h. Chairman for Alumni affairs;
- i. NSTP Chairman:
- j. Adviser College Publication

The Following are the major functions, duties and responsibilities of the college deans:

1. Exercise leadership in planning, implementing, monitoring and evaluating the instruction, research, extension Resource Generation Program Projects and other activities of the college.
2. Prepare annual procurement program, investment plan and college faculty development plan for approval by higher authorities
3. Review and approve course syllabi, class schedules and teaching workloads of Faculty Members.
4. Program and implement the Accreditation work Plan of the college, Curricular Programs Review/Revision.
5. Conduct monitoring and evaluation activities of Program chairmen; Research; Extension, Training and GAD; Socio-cultural and Sports; Alumni affairs; and other staff under his office.
6. Represent the College in appropriate bodies/offices from within and local as officer in authority in the promotion, development and implementation of worthy standards, policies, programs and activities , decisions and actions commensurate to the vision and mission of the Institution.
7. Represents the Colleges in Faculty Training and Development Council, Academic and Administrative Council Meetings and others that require official representations of the College.
8. Perform other Functions as may be directed by the collaborating/ partner agencies and higher authorities.

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	Kalinga State University Quality Management System Organizational Structure	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	11

The Director for Open University

The Functions of the Director of Open University are:

- i. Develop policies aligned with national and international standards in the offering of curricular subjects.
- ii. Crafts and implement policies on foreign/exchange students.

The Director for Student Development Services and Placement Services


The Functions of the Director of Student Development Services and Placement Services are:

- i. Serve as a link between the University Administration and the Student Body and/or its organization and association;
- ii. Exercise over-all leadership and direction in the planning, implementation and evaluation of Student Development Programs and Services;
- iii. Oversee the execution of institutional policies, rules and regulations with regards to their implementation on students while in campus;
- iv. Coordinate with other function Directors and other appropriate agencies in determining and implementing activities for students development;
- v. Supervise admission, registration, and evaluation of student records;
- vi. Coordinate commencement exercises and baccalaureate services;
- vii. Supervise the updating of student academic records; and
- viii. Perform such other related functions that may be assigned by higher authorities.

Representation Functions:

- i. Represent the College in appropriate offices from within and local as officer in authority in the promotion, development and implementation of worthy standards, policies, programs and activities, decisions and actions commensurate to the vision and mission of the College.
- ii. Chair College's regular and special meetings as the officer in authority in matters such as recent developments, administrative and supervisory matters, problems and decision.
- iii. Act as the Chairman of the College's planning unit, Disciplinary Board and Area chair for administration and VMGO during AACUP accreditation.
- iv. Represents the College in Faculty Training and Development Council, Academic and Administrative Council Meetings and others that require official representations of the College.

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	Kalinga State University Quality Management System Organizational Structure	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	12

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- vi. Coordinate commencement exercises and baccalaureate services;
- vii. Supervise the updating of student academic records; and
- viii. Perform such other related functions that may be assigned by higher authorities.

The Vice President for Research and Development, Extension and Training (VP-RDET)

Functions of the VPRDET:

- i. Provide over-all leadership in planning, implementation, and evaluation of the institution's research and extension programs;
- ii. Assist the College President in the formulation and implementation of the institution's policies in research and development and extension programs;
- iii. Provides supervision to the Directors for Research and Development and Extension and Training in the planning, implementation and evaluation of Research and Extension programs and activities;
- iv. Chair the editorial board of the State University R & E Journal and publication of scholarly research and extension outputs of the faculty and staff members of the State University;
- v. Submit plans, annual reports and other pertinent records as may be required by higher authorities; and

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	Kalinga State University Quality Management System Organizational Structure	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	13

- vi. Perform other functions as may be directed by higher authorities.

The Director for Research

The Functions, Duties and Responsibilities of the Director for Research are the following:


- i. Provide leadership in the formulation of strategic plans on research and development consistent with the research and development agenda of the State University;
- ii. Exercise general supervision and coordination of all research programs and project activities of the State University;
- iii. Be accountable to the Vice President for Research and Development, Extension and Training in implementing the policies and program of activities in the field of Research;
- iv. Conduct, monitor and evaluate the implementation of approved research projects;
- v. Establish local, national and international linkages for funding and partnership for the implementation of research proposals, projects activities of the State University;
- vi. Act as an internal Area Chair for research during AACUP accreditation; and
- vii. Perform other related functions that may be assigned by higher authorities.

The Director for Extension and GAD Focal person

The Functions, Duties and Responsibilities of the Director for Extension and GAD Focal person are:

- i. Provide leadership in the formulation of strategic plans on extension and training consistent with the extension and training agenda of the State University;
- ii. Exercise general supervision and coordination of all extension and training programs and project activities of the State University;
- iii. Be accountable to the Vice President for Research and Development, Extension and Training in implementing the policies and program of activities in the field of extension and training;
- iv. Conduct, monitor and evaluate the implementation of approved extension and training projects;
- v. Establish local, national and international linkages for funding and partnership for the implementation of extension and training proposals, projects activities of the State University;
- vi. Act as an internal Area Chair for extension and community outreach during AACUP accreditation; and
- vii. Perform other related functions that may be assigned by higher authorities.

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	Kalinga State University Quality Management System Organizational Structure	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	14

The Vice President for Administration and Finance (VP-AF).

The functions, duties and responsibilities of the office of the VPAF are:

- i. Provide over-all leadership in the general planning, administration and finances of the State University;
- ii. Assist the University President in the over-all formulation of plans, management and finances of the State University;
- iii. Act as Vice Chairman of the Administrative Council;
- iv. Assist the University President in the submission and follow-up of project proposals to potential sources of support;
- v. Assist the University President in seeking donations, grant-in-aids, and other supports for instruction, research, extension and production programs, scholarships, staff/personnel and other physical plant developments;
- vi. Coordinate the formulation and review of the medium term development and strategic action plans of the State University;
- vii. Develop and manage plans for campus-wide development, physical infrastructure and the use of land and space;
- viii. Submit plans, annual reports and other pertinent records as may be required by higher authorities.
- ix. Oversee the up to date implementation of NBC 461, PES and other promotion circular;
- x. Act as the over-all coordinator for the evaluation of papers for the NBC 461, PES and other promotion circular; and
- xi. Perform other functions as may be directed by higher authorities.

Director Income Generating Projects

The **Director for Income Generating Projects** has the following functions and responsibilities:

- i. Directly supervise the heads of the various sections under the Business Affairs Units, Production, Dormitory, Auxiliary Services (canteen, food services, etc);
- ii. Review all proposal and recommendation from the section heads of the Business Affairs Units to determine their feasibility and recommend to higher authorities for appropriate action;
- iii. Control activities of different sections in line with programmed resources;
- iv. Devise a monitoring and feedback mechanism wherein business affairs needs and problems are quickly determined and properly addressed;
- v. Provide the other organizational units with guideline affecting business affairs unit operations;
- vi. Establish institutional linkages and provide networking with the entities for potential resource generation;

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Kalinga State University
Quality Management System
Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	15

- vii. Effect the production mandate of the State University;
- viii. Coordinate with other offices in monitoring and reporting the operations of the Income-Generating Projects of the State University;
- ix. Coordinate and implement all activities of the various Income-Generating Projects of the State University;
- x. Supervise all Income-Generating Projects of the State University in accordance with government policies, laws, rules and regulations pertinent hereto towards the acceleration of production income with greater efficiency, effectiveness and economy;
- xi. Coordinate with concerned agencies/persons having business operations in the institution to enhance business affairs activities, policies and services; and
- xii. Perform other duties and responsibilities that may be assigned to him by higher office.

The Director for Administration Services

The functions of the Director for Administration Services are:

- i. He shall assist the Office of the President in the daily management and administration of the University;
- ii. Direct the planning, implementation and evaluation of Administrative Management program and policies for their efficient and economical implementation;
- iii. Coordinate with other agencies and offices to bring about inter-agency complementation and to maximize the use of available resources;
- iv. Cause implementation of the regular conduct of administrative procedures;
- v. Effectively supervise the Offices under his division; and
- vi. Perform other related functions that may be assigned to him by higher office.

The Director for Finance Services

The functions of the Director for Administration and Finance are:

- i. He shall assist the Office of the President in the daily management and administration of the University;
- ii. Direct the planning, implementation and evaluation of Financial Management program and policies for their efficient and economical implementation;
- iii. Coordinate with other agencies and offices to bring about inter-agency complementation and to maximize the use of available resources;
- iv. Cause implementation of the regular conduct of administrative procedures;
- v. Effectively supervise the Offices under his division; and
- vi. Perform other related functions that may be assigned to him by higher office.

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Kalinga State University
Quality Management System
Organizational Structure

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	16

Campus Administrators

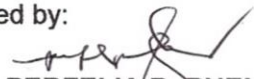
Each extension campus in barangays Bulanao and Dagupan in the City of Tabuk and Barangay Bagbag in the Municipality of Rizal shall be referred to as University Campus. He/she shall have the following functions and responsibilities:

- i. Spearhead the campus in general planning and supervision in the pursuit of its mandated academic functions in instruction, research, extension and resource generation and also in the AACUP accreditation.
- ii. Supervise the faculty, staff and students in the campus;
- iii. Coordinate to the University administration and act as link with the rank and file and of the students of the campus for the promotion and attainment of academic vision, mission, and goals.

The Heads of Academic Departments

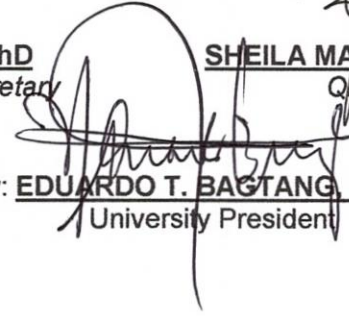
The academic department heads are tasked to plan, organize, implement and monitor the academic programs and projects in instruction, research, extension and production in their respective academic department.

Prepared by:



PERFELIA R. BUEN, PhD
University and Board Secretary

Endorsed by:


SHEILA MAE CAROL A. BUSLIG, PhD
QMS Leader/Head


Approved by: **EDUARDO T. BAGTANG, CPA, DBM**
University President

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	Kalinga State University Quality Management System Scope and Coverage	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	17

A. Scope and Exclusions

The Kalinga State University shall adopt a process-based Quality Management System (QMS) to continually improve the mandated functions of the university to provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

The scope of this QMS covers the Core process on Admission, Registration, Instruction and Conferment of degrees to produce quality graduates for the development of the country.

This QMS shall cover the Main campus at Bulanao, Tabuk City, Kalinga.

There is no ISO 9001:2015 requirement that is not applicable in the KSU's QMS.

B. Process Map

The Kalinga State University high level process map is divided into three groups of processes, namely:


- Management Processes – those that are needed for oversight and governance of KSU's quality management system.
- Core Processes – those that are needed to realize the planned activities in performing instruction, research and extension and allow KSU to deliver the intent of the output of the operations.
- Support Processes– those that are needed to manage the resources necessary to ensure the satisfactory performance of the Core Processes.

However, only the Core process on Admission, Registration, Instruction and Conferment of Degrees to be subjected for audit.

Conceptually, these three groups of processes are working together to transform the clients' requirements into client satisfaction. The Management Processes set directions, policies and plans for the operations to perform and deliver the desired outputs and organizational outcomes. During the strategic planning and target setting, the management identifies internal and external issues through SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis.

The instruction, research and extension deliver outputs to clients, i.e. student's services. Controls of the inputs, processes and outputs are applied by the concerned offices to ensure timely, relevant, and accessible and efficient instruction, research, and extension.

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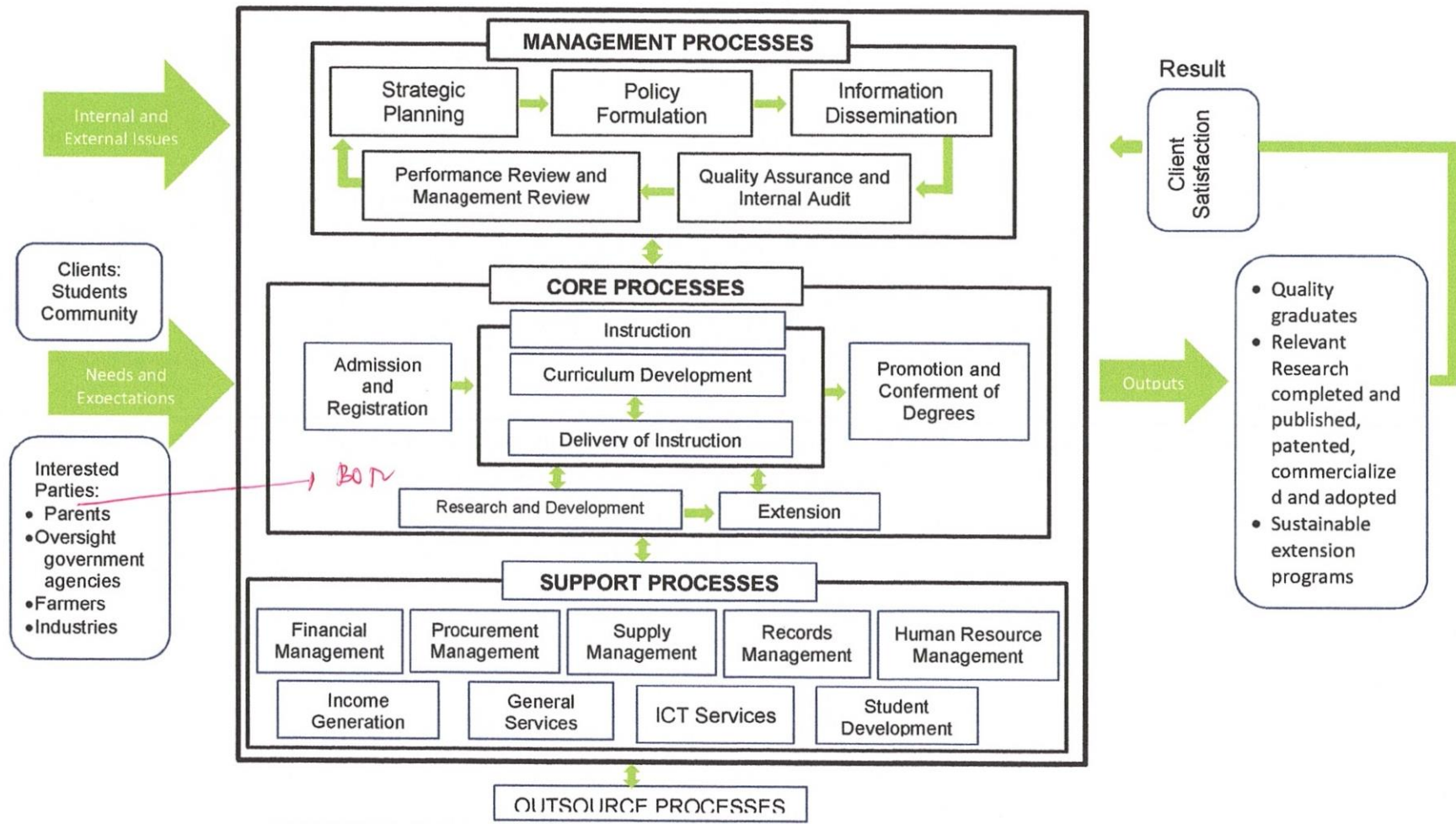
	Kalinga State University Quality Management System Scope and Coverage	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	18

The support processes provide the necessary administrative and logistical support to the operations for the effective delivery of instruction, research and extension.


Both the operations and support processes communicate feedback and reports to the management for proper monitoring and implementation of appropriate corrective action.

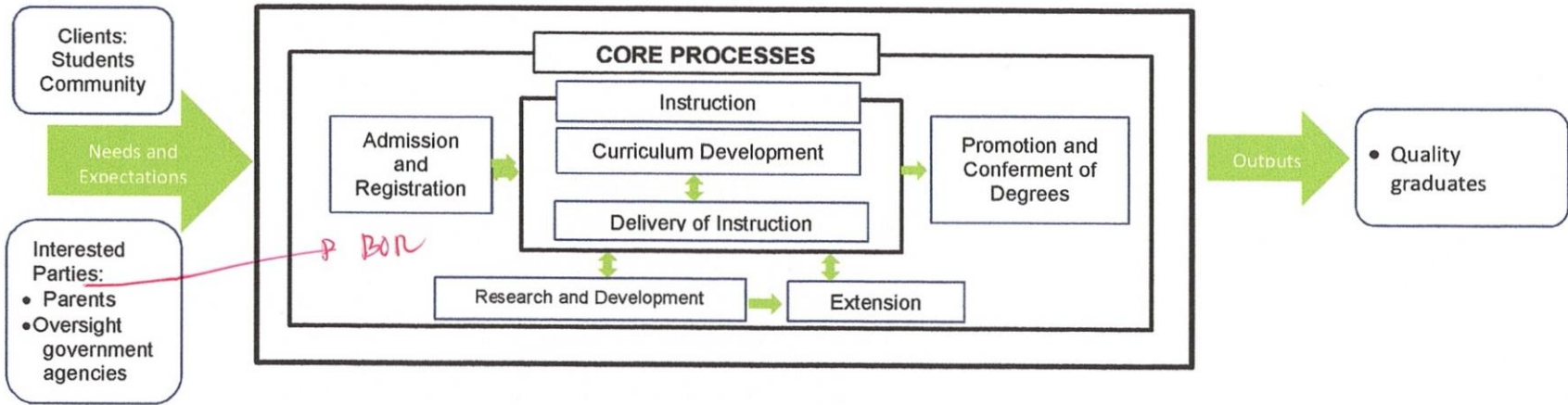
The clients together with the interested parties, even outside the organization, are crucial factors in KSU's QMS. Their requirements and issues are taken into consideration in the planning activities of the organization. Their feedback and satisfaction are also being monitored and measured as inputs to the management's review of the Agency's performance. These data are also used for continual improvement of the system, processes, and products and services.

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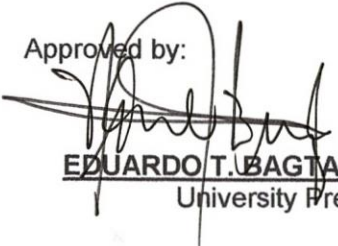
	Kalinga State University Quality Management System Scope and Coverage	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	20



Endorsed by:


SHEILA MAE CAROL A. BUSLIG, PhD
 QMS Leader/Head

Approved by:


EDUARDO T. BAGTANG, CPA, DBM
 University President

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Kalinga State University Quality Management System

Quality Policy

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	21

The Management maintains the Quality Policy, which ensures the satisfaction of the KSU's clients and other interested parties, and compliance with statutory and regulatory requirements relative to mandated services. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews and during staff meetings.

The Management is responsible for ensuring that the quality policy is appropriate to its mandate and provides framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandate and thrusts, including the requirements and needs of its clients.

QUALITY POLICY

Kalinga State University is committed to provide quality education and engage in relevant researches, effective extension services, and viable income generating projects that satisfy the needs of its stakeholders and other interested parties towards sustainable development through good governance;

Steadfast to develop the human resource of Kalinga, the Philippines and the Asia Pacific; and,

United to comply with the statutory and regulatory requirements and to continuously implement a monitoring and evaluation system to improve the effectiveness of its Quality Management System.

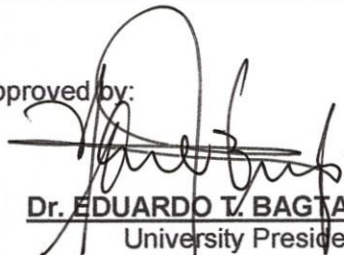
BOR Resolution No.: 1551, s 2018 Dated November 20, 2018

EDUARDO T. BAGTANG, CPA, DBM
University President


Endorsed by:


SHEILA MAE CAROL A. BUSLIG
QMS Leader/Head

Approved by:


Dr. EDUARDO T. BAGTANG, CPA
University President

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	22

1. Admission, Registration, Promotion and Conferment of Degrees

Admission and Registration

The University Registrar's office is an academic support department of the University who is responsible for the administration and supervision of the admission and registration operations, evaluation of scholastic records and graduation. It serves as the custodian and trustee of all records of students and graduates.

The office of the University Registrar shall be headed by a competent permanent plantilla personnel designated by the Head of the Agency. He must be a holder of at least a Master's Degree. He shall serve as the University Registrar whose main function is to act matters pertaining to Admission and Registration. He is directly under the supervision of the Vice President for Academics and Student Development.

This office is also known as the show window of the institution being the keeper of records pertaining to the University Curricular Offerings, Accreditation and Government Recognitions/Permit of Courses, Master List of Students, Data of Enrolment and Graduates, Teaching Loads, Grading Sheets, Individual Personal Files of Students and other data pertaining to curricular and academic matters.

Moreover, the office of the University Registrar operates as the main frontline service provider for academic concerns of students and graduates. It also provides assistance to the needs of its stakeholders such as but not limited to acting requests of credentials of students.

Promotion

A student shall be recommended for graduation only after he/she has satisfactorily completed all the academic requirements prescribed by the Commission on Higher Education and upon recommendation by the Academic Council to the Board of Regents. An application for graduation should be filed to the Office of the University Registrar through the College Dean within four (4) weeks after the regular enrolment period during his last semester in the University. Candidates for graduation shall have satisfactorily completed all the academic requirements for graduation two weeks before graduation.

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	23

Conferment

The University Academic Council fixes the time and place of the commencement and baccalaureate exercises. All graduating students are required to attend the commencement exercises as scheduled unless the Dean concerned recommends the graduation of student in absentia on grounds of sickness or in writing equally valid reasons which must be supported by strong evidence, provided, that the student has met all the requirements including payment of all necessary fees.


1.1. List of Relevant Interested Parties

Interested Parties	Needs	Expectations
Student	<ul style="list-style-type: none"> ▪ Official Registration ▪ Academic records 	<ul style="list-style-type: none"> ▪ Enrolled in a shorter time ▪ Prompt and accurate release of requested records
Faculty, KSU Officials and Staff	<ul style="list-style-type: none"> ▪ Student Data ▪ Control Sheets 	<ul style="list-style-type: none"> ▪ Prompt and accurate release of data
Schools	<ul style="list-style-type: none"> ▪ Academic Records/ credentials 	<ul style="list-style-type: none"> ▪ Prompt and accurate release of data
Graduates	<ul style="list-style-type: none"> ▪ True copy/Authenticated credentials 	<ul style="list-style-type: none"> ▪ Prompt and accurate release of authenticated documents
Inactive students	<ul style="list-style-type: none"> ▪ credentials 	<ul style="list-style-type: none"> ▪ Prompt and accurate release of credentials
External agencies	<ul style="list-style-type: none"> ▪ Reports ▪ Data 	<ul style="list-style-type: none"> ▪ Prompt and accurate report and release of data
Parents	<ul style="list-style-type: none"> ▪ Academic standing of their students 	<ul style="list-style-type: none"> ▪ To be assisted and to be given the needed information

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BOT

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	24

1.2. Strength, Weaknesses, Opportunities and Threats

	STRENGTHS	WEAKNESSES/CHALLENGES
INTERNAL	<ul style="list-style-type: none"> ▪ Well defined admission and retention policies ▪ Prompt submission of reports 	<ul style="list-style-type: none"> ▪ Limited office space ▪ Late submission of grading sheet ▪ Late completion of academic deficiencies
	OPPORTUNITIES	THREATS
EXTERNAL	<ul style="list-style-type: none"> ▪ Improvement of automated enrolment and filing system ▪ Increase of Enrollees and graduates within prescribed period ▪ Availability of staff development 	<ul style="list-style-type: none"> ▪ No available items for additional staff at the registrar's office ▪

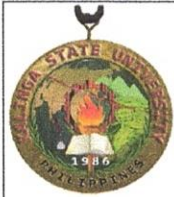
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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	25

1.3 Risk Registry

	Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
										L	I	Risk rating
a.	Process: Registrar: Admission and registration Risk Description: Limited office space	Cause: Increase of volume of files due to increase of enrollment Consequences: Uncomfortable working space	Maximizing the use of limited space	4	3	12-High	<ul style="list-style-type: none"> Expansion of office space 	Infrastructure and Administration	December 2018	2	2	4-Low
b.	Process: Registrar: Enrolment Risk Description: Late submission of grading sheets	Causes: Faculty are hard-up in computing the grades of their students -Late submission of class schedules	Issuance of advisories to the concerned Colleges	4	3	12-High	<ul style="list-style-type: none"> Design an electronic program of monitoring and recording of student outputs based on the grading system to be used by all faculty 	College Deans, Program Chairman, VPASD	January 2019	2	2	4-Low

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	27

	Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
										L	I	Risk rating
c.	Process: Graduation and conferment of degrees Risk Description: Late completion of academic deficiencies	Causes: Weak implementation of policies on graduation requirements Consequences: Students do not graduate within the prescribed period	<ul style="list-style-type: none"> ▪ -Issuance of notice of academic deficiencies to colleges 	5	3	15 high	<ul style="list-style-type: none"> ▪ Strict implementation of policies on the requirement for candidates for graduation 	Colleges, Deans and Program Chair and Registrar	May 2019	2	2	4-Low

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	28

1.3. Opportunity Registry

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
Opportunity description: Well defined admission and retention policies Benefit: Policy implementers are properly guided	4	4	16-High	Sustain implementation of admission and retention policies	Registrar's office and colleges	January
Opportunity description: Prompt submission of reports Benefit: Ready reference for management decision making Graduates will not be delayed in their application for board examination	4	4	16-High	<ul style="list-style-type: none"> ▪ Sustain prompt submission reports 	Registrar's office	May 2019
Opportunity description: Improvement of automated enrolment and filing system Benefit: faster enrollment, safer filing system of students' records	4	4	16-High	<ul style="list-style-type: none"> ▪ Fast track the functionality of the on-line enrolment system 	ICT and Registrar	August 2019

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	29

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
and faster generation of reports						
Opportunity description: Increase of Enrollees and graduates within prescribed period Benefit: <ul style="list-style-type: none"> ▪ Increase of income collections from tuition fees and budget allocation of MOOE ▪ No additional cost of education for students 	4	4	16-High	Career Guidance Activities to feeder High School Institutions <ul style="list-style-type: none"> ▪ Sustain periodic evaluation of scholastic records of students 	CPTC, Program Chair, College Dean, Registrar	February 2019 December 2019
Opportunity description: Availability of staff development Benefit: Knowledgeable and empowered Personnel	4	4	16-High	<ul style="list-style-type: none"> ▪ Attendance to trainings and seminars for professional development 	Administration , Human Resource Management Officer	First Quarter, 2019

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	30

1.4. Improvement Plan

Instruction	Objectives	Key performance indicator	Baseline Data	Target	Action plan	Responsible unit/person	Completion dates
To sustain the implementation of admission and retention policies	Percentage of policies implemented	80%	100%	Issue advisory on the strict implementation of admission and retention policies	<ul style="list-style-type: none"> ▪ VPASD office 	January 2019	Receipt advisory issued
To sustain prompt submission of accurate reports	Number of reports submitted	7	10	Prepare calendar of report submission	<ul style="list-style-type: none"> • Registrar 	January 2019	Logbook on submitted reports
To improve the automated enrolment and filing system	Percentage of system improvement on student information	80%	100%	Request ICT unit to continuously update and improve the automated enrolment system	<ul style="list-style-type: none"> • Registrar's office and ICT unit 	May 2019	Request letter issued

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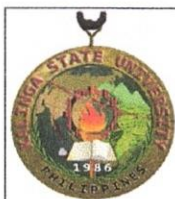


Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	31

Instruction	Objectives	Key performance indicator	Baseline Data	Target	Action plan	Responsible unit/person	Completion dates
To increase enrollees, and graduates who could finish their course within the prescribed period	Number of enrollees, and number of graduates	4000 700	5000 800	Extensive information dissemination of degree programs offered in the university Continuous periodic evaluation of students' scholastic records	Registrar's office	August 2019 May 2019	Statistical data on enrolment and candidates for graduation
To attend trainings and seminars for professional development	Number of trainings and seminars attended	1 per year	2 per year	Preparation of staff development plan	HRM office	May 2019	HRM office strategic plan
To design an electronic program of monitoring	Number of program to be	0	1	Request the ICT unit to design an	ICT unit	January 2019	Request letter receipt

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	32

Instruction	Objectives	Key performance indicator	Baseline Data	Target	Action plan	Responsible unit/person	Completion dates
and recording of student outputs based on the grading system to be used by all faculty	designed			electronic program of monitoring and recording of student outputs			
To strictly implement the policies on the requirements for candidates for graduation	Percentage of policies implemented	80%	100%	Issue advisory on the strict implementation of graduation policies	VPASD office	January 2019	Receipt of advisory issued
To request for the creation of plantilla items for registrar's staff from ROSSS positions	Number of plantilla items requested	1	2	Follow up for the approval of ROSSS	Office of the President	March 2019	Communication


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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	33

1.6. Reference Matrix

Process	Sub-Process	References	Responsible Person/Office
Admission and Registration	▪ Qualifying Test	▪ Student Handbook(Bo ard Res. No. 1418, s. 2017)	▪ Guidance Counselor
	▪ Evaluation of school credentials	▪ Student Handbook	▪ Program Chairman
	▪ Issuance of Enrolment Form	▪ Student Handbook	▪ Program Chairman
	▪ Approval of subjects to be enrolled	▪ Student Handbook	▪ Dean
	▪ Encoding of subjects and issuance of assessment form	▪ Student Handbook	▪ Dean's Clerk
	▪ Issuance of school ID	▪ Student Handbook	▪ Business Affairs Officer
Promotion and Conferment of Degrees	▪ Application for Graduation	Student Handbook, Application Form	▪ Student
	▪ Evaluation of non- academic and academic records	College Checklist	Program Chairman, ▪ University Registrar

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	34

2. Instruction

As mandated in the Vision and Mission of Kalinga State University, the institution will provide higher and advanced instruction in arts, agriculture, forestry, social and natural sciences and technology and other fields of study through a guaranteed competent faculty, developing an updated curriculum, efficient delivery of instruction, and high standard learning evaluation. Thus, satisfying our clients and other relevant interested parties in the area of instruction.

2.1. Curriculum Development

The University shall offer curricular programs that are in the consonance with the regional and national development thrusts of the state, CHED minimum requirements and duly approved by the KSU Board of Regents

A Curricular Review and Evaluation Committee shall be set up at the college's levels to periodically assess the responsiveness and relevance of curricular offerings, to propose necessary revisions, and to develop and propose new relevant curricular programs for endorsement by the Academic Council to the Board for approval.


All curricular programs of the Colleges shall be subjected to periodic curriculum review and evaluation by the College Curriculum Review Committee to ensure currency, responsiveness and relevance to the needs of the community and the nation as a whole.

Curricular revisions shall be undertaken where there is a new CHED Memorandum for Policies, Standards and Guidelines for the program offered in the college. Curriculum review and enhancement shall be conducted every four (4) years thereafter.

A public presentation of the proposed revised curriculum shall be conducted to collect inputs and suggestions from other stakeholders.

The revised curriculum shall be finalized after the public presentation and submitted to the University Curriculum Review Committee for endorsement and confirmation of the BOR and recognition by CHED, thereafter.

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	35

2.1.1. List of Relevant Interested Parties

Interested Parties	Needs	Expectations
Students	<ul style="list-style-type: none"> ▪ Knowledge, skills and attitudes 	<ul style="list-style-type: none"> ▪ Skilled and specialized Faculty ▪ Complete school facilities ▪ Values formation activities
CHED/DepEd	<ul style="list-style-type: none"> ▪ Curriculum 	<ul style="list-style-type: none"> ▪ Prescribed curriculum
Faculty	<ul style="list-style-type: none"> ▪ Professional Development ▪ Instructional devices 	<ul style="list-style-type: none"> ▪ Adequate financial support ▪ Relevant Trainings ▪ Functional technology devices
Partner Agencies	<ul style="list-style-type: none"> ▪ MOA/MOU ▪ Reports ▪ Documentation 	<ul style="list-style-type: none"> ▪ Accomplishment Reports

2.1.1 Strengths, Weaknesses, Opportunities and Threats

	STRENGTHS	WEAKNESSES/CHALLENGES
INTERNAL	<ul style="list-style-type: none"> ▪ The only University in Kalinga Province ▪ All programs are approved by the BOR ▪ 9 programs are accredited to level 3 ▪ Programs are compliant to Policy Standard Guidelines 	<ul style="list-style-type: none"> ▪ Most Faculty are not Vertically articulated ▪ Lessened no. of units for English Subjects in the General Education Curriculum
	OPPORTUNITIES	THREATS
EXTERNAL	<ul style="list-style-type: none"> ▪ Availability of faculty scholarship program ▪ Level 3 Programs are Qualified to apply for recognition as COE and COD 	<ul style="list-style-type: none"> ▪ Dearth of qualified faculty applicants

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	36

2.1.3 Risk Registry

Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
									L	I	Risk rating
a. Risk Description: Post-graduate degrees and trainings of Faculty members are not vertically articulated	Cause: Most Faculty members finished allied post graduate degrees Consequence: Non-Compliance to CMO on Program Administration of Courses	Hiring of Specialized & Vertically aligned Faculty	5	3	15 High	<ul style="list-style-type: none"> Formulation of University Faculty Development Plan Retooling of Faculty 	FTDC VPASD HRMO CTCPE	August 2020	2	2	4 Low
b. Risk Description: Lessened no. of units for English Subjects in the General Education Curriculum	Cause Strict compliance to CMO on Gen. Ed Curriculum Consequence: Low English Proficiency of Students	None	5	3	15 High	Revision of Curriculum to include more English Subjects	CRC UCRC	August 2019	2	2	4 Low
c. Risk Description:	Cause:	Faculty with	4	2	8 Medium	Retooling of	FTDC	January	2	2	4 Low

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Kalinga State University
Quality Management System
CORE PROCESS

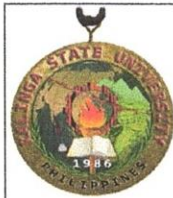
Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	37

Dearth of qualified faculty for some disciplines	No qualified applicants Consequence: Non-compliance to Faculty Program Requirements of some degree programs	allied specialization are aligned to teach in the programs				Faculty Members	CTPD	2019 Onwards			
--	--	--	--	--	--	-----------------	------	--------------	--	--	--

2.1.4 Opportunity Registry

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
Opportunity: Promote KSU as the only University in Kalinga Province Benefit: Educational Services for Kalinga	5	5	25	Intensive Information Dissemination of Available Educational Services	CTCP ODETEIL	January 2019 Onwards
Opportunity: Increase the number of programs accredited to level 3 Benefit: Provide quality educationn	5	5	25	Sustain accreditation of programs	Quality Assurance Office	January 2019 Onwards
3. Apply Level 3 Programs for	5	5	25	Orientation on Requirements for	Quality	January 2019

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	38

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
recognition as COE and COD Benefit: Improved Profile of the University				recognition as COE and COD for qualified programs	Assurance Office	Onwards
Opportunity: Sustain compliance of Programs to Policy Standard Guidelines Benefit: Quality Program Offerings	5	5	25	Regular Curriculum Review	Quality Assurance Office	January 2019 Onwards
Opportunity: Availability of faculty scholarship program Benefit: Lessened Financial Burden for Faculty Development	5	5	25	Dissemination of Available Scholarship grants	CTPD	January 2019 Onwards
Opportunity: Maintain Free Tuition fee for undergraduate programs Benefit: Lessened Financial Burden for educational services	5	5	25	Monitoring of student performance to sustain their qualification to free tuition fee requirements	Registrar's Office	January 2019 Onwards


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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	39

2.1.5. Improvement Plan

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date	Monitoring Method
To increase the number of faculty with vertically articulated degrees and trainings	No. of faculty with vertically articulated degrees and trainings	100	150	Profiling of Faculty	Faculty Training & Development Committee Center for Training & Professional Development	August 2020	Regular updating of University Faculty Profile
To increase the number of units for English Subjects in the General Education Curriculum	No. of units for English Subjects in the General Education Curriculum	3	15	Curriculum Review and Revision	University Instructional Materials Development Committee	August 2019	Course Checklist
To recruit qualified Faculty	No. of qualified faculty for specialized subjects/ disciplines	0	3	Publication of vacancies in local and national media	HRMO	August 2019	Faculty Profile


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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	40

1.1.6. Reference Matrix

Process	Sub-Process	References	Responsible Person/Office
Curriculum Development	▪ Revision of the Curriculum	University Code ▪ CMOs	▪ College Curriculum Committee
	▪ Public Presentation	▪ University Code	▪ College Curriculum Committee
	▪ Submission to the University Curriculum Review Committee	▪ University Code	▪ Dean
	▪ Review by CHED	▪ University Code	▪ VPASD
	▪ Endorsement to the BOR	▪ University Code	▪ Academic Council

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	41

2.2. Delivery of Instruction


To ensure quality delivery of instruction, the Kalinga State University shall provide instructional facilities and employs qualified and competent faculty specialists in their respective disciplines, who shall identify and utilize innovative instructional pedagogies with corresponding evaluation and management system.

To further guarantee this, the university conducts periodic institutional monitoring and evaluation of faculty members. Moreover, the faculty members are motivated to undertake continuing professional enhancement programs.

2.2.1. List of Relevant Interested Parties

INTERESTED PARTIES	NEEDS	EXPECTATIONS
Students	<ul style="list-style-type: none"> ▪ Knowledge, skills and attitudes ▪ 	<ul style="list-style-type: none"> ▪ Skilled and specialized Faculty ▪ Complete school facilities ▪ Values formation activities
CHED/DepEd	<ul style="list-style-type: none"> ▪ Curriculum 	<ul style="list-style-type: none"> ▪ Prescribed curriculum
Faculty	<ul style="list-style-type: none"> ▪ Professional Development 	<ul style="list-style-type: none"> ▪ adequate financial support ▪ Relevant Trainings
	<ul style="list-style-type: none"> ▪ Instructional devices 	<ul style="list-style-type: none"> ▪ Functional technology devices
Partner Agencies	<ul style="list-style-type: none"> ▪ MOA/MOU ▪ Reports ▪ Documentation 	<ul style="list-style-type: none"> ▪ Accomplishment Reports


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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	42

2.2.2. Strengths, Weaknesses, Opportunities and Threats

	STRENGTHS	WEAKNESSES/CHALLENGES
INTERNAL	<ul style="list-style-type: none"> ▪ All programs are approved by the BOR ▪ Facilities for Instruction are compliant to program standards ▪ Strong support for faculty training and development 	<ul style="list-style-type: none"> ▪ Limited internet connectivity ▪ Limited Instructional Materials prepared by Faculty ▪ Low Board performance
	OPPORTUNITIES	THREATS
EXTERNAL	<ul style="list-style-type: none"> ▪ Availability of local and international faculty scholarship programs 	<ul style="list-style-type: none"> ▪ Few faculty members applied for International scholarship grants

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	43

2.2.3 Risk Registry

	Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
										L	I	Risk rating
a.	Risk Description: Post-graduate degrees and trainings of Faculty members are not vertically articulated	Cause: Most Faculty members finished allied post graduate degrees Consequence: Non-Compliance to CMO on Program Administration of Courses	▪ Hiring of Specialized & Vertically aligned Faculty	5	3	15 High	Formulation of University Faculty Development Plan Retooling of Faculty	FTDC VPASD HRMO CTCPE	August 2020	2	2	4
b.	Risk Description: Lessened no. of units for English Subjects in the General Education Curriculum	Cause Strict compliance to CMO on Gen. Ed Curriculum Consequence: Low English Proficiency of Students	None	5	3	15 High	▪ Revision of Curriculum to include more English Subjects	CRC UCRC	August 2019	2	2	4- Low

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	44

	Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
										L	I	Risk rating
c.	Risk Description: Dearth of qualified faculty for some disciplines	Cause: No qualified applicants Consequence: Non-compliance to Faculty Program Requirements of some degree programs	Faculty with allied specialization are aligned to teach in the programs	4	2	8 medium	Retooling of Faculty Members	FTDC CTPD	Jan. 2019 Onwards	2	2	4


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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	45

2.2.4. Opportunity Registry

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
Opportunity: Seek BOR approval of proposed programs Benefit: Quality program offerings	5	5	25	Curriculum Review of proposed programs	CCRC UCRC	January 2019
Opportunity: Proper Maintenance of Facilities for Instruction Benefit: Safe and secure learning environment	5	5	25	Formulate schedule of Maintenance and repair activities	College Deans	January 2019 Onwards
Opportunity: Strong support for faculty training and development Benefit: Faculty members are updated on current trends and global issues in their respective fields	5	5	25	Sustain support for faculty training and development	FTDC CTCP	January 2019 Onwards
Opportunity: Availability of local	5	5	25	Positive response to calls for	FTDC	Year round

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	46

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
and international faculty scholarship programs, Call for trainings, seminars and conferences Benefit: Faculty members are updated on current trends and global issues in their respective fields				trainings, seminars and conferences	CTCP	

2.2.5. Improvement Plan

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date	Monitoring Method
Strengthen internet connectivity	Full Connectivity	10 mbps @limited data	100 mbps @unlimited data	Purchase of Connectivity services to meet the demands of the University	ICT Unit	2019	Conduct speed test
Increase the number of Instructional Materials	No. of Instructional	2	5	Capability-building activities for the	Center for Faculty	August 2019	Record of Approved IMs

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Kalinga State University
Quality Management System
CORE PROCESS

Doc. Ref No.:	
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	47

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date	Monitoring Method
prepared by Faculty	Materials prepared by Faculty			Development of Instructional Materials	Training & Professional Development		IPCR
Increase the performance rating in the government-administered examinations by equal or 50% above the national passing rate	Percentage of Passing rate	Current Passing rate	Equal to or 50% above the national passing rate	Activate the University review Center Strict implementation of admission and retention policies Strengthen course audit	University Review center	2019	<ul style="list-style-type: none"> ▪ Board exam result ▪ Annual Reports ▪ PRC Course Specification
Increase the no. of faculty with International scholarship	No. of faculty with International scholarship	2	3	Intensive Dissemination of Available International Scholarships	Office of International Linkages	2019	Record of Faculty with Approved International Scholarship

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	Kalinga State University Quality Management System CORE PROCESS	Doc. Ref No.:	
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	48

2.2.6. Reference Matrix

Process	Sub-Process	References	Responsible Person/Office
Delivery of instruction	<ul style="list-style-type: none"> ▪ Workload Preparation and Approval 	<ul style="list-style-type: none"> ▪ University Code ▪ Faculty Manual 	<ul style="list-style-type: none"> ▪ Program Chair ▪ Dean
	<ul style="list-style-type: none"> ▪ Syllabi Making 	<ul style="list-style-type: none"> ▪ Student Handbook 	<ul style="list-style-type: none"> ▪ Faculty
	Supervision & Monitoring <ul style="list-style-type: none"> ▪ Evaluation (Faculty) ▪ Examination (Students) 	<ul style="list-style-type: none"> ▪ Faculty Manual ▪ Student Handbook 	<ul style="list-style-type: none"> ▪ Program Chair ▪ Faculty

Endorsed by:




JOY GRACE P. DOCTOR, PhD
VP for Academics and Student Development

Approved by:



EDUARDO T. BAGTANG, CPA, DBM
University President

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	Kalinga State University Quality Management System Support Process	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	49

SUPPORT PROCESS

KSU Support Services comprise of the different offices such as Finance, Procurement, Supply Services, Records, Human Resource Management, General Services, ICT services, Student Development Services, Income Generating and Services. They are committed to maintain a high-level quality and strong client service in order to attain the university's core values.

1. Student Development Services

Office of the Student Development Services and Placement Services (OSDS-PS)

The office supervises the implementation of the different programs and activities of the student development services such as the Medical/Dental, Scholarship, Guidance, Dormitory, Alumni, NSTP, Student Publication, and OJT.

The Objectives are in consonance with the Vision, Mission, Goals and Objectives of the university

1.1 List of Relevant Interested Parties

INTERESTED PARTIES	NEEDS	EXPECTATIONS
Students	Student Services: <ul style="list-style-type: none"> ▪ Dental/Medical ▪ Guidance ▪ Library ▪ Laboratory ▪ Scholarship ▪ Dormitory ▪ Canteen ▪ Student Publication 	<ul style="list-style-type: none"> ▪ Complete and available student services
Faculty	<ul style="list-style-type: none"> ▪ Library and laboratory services ▪ Instructional Materials ▪ Computer-Assisted teaching and learning 	<ul style="list-style-type: none"> ▪ Independent learners

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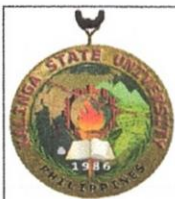
Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	50

1.2 Strength, Weaknesses, Opportunities and Threats

	STRENGTHS	WEAKNESSES/CHALLENGES
INTERNAL	<ul style="list-style-type: none"> ▪ Staff of the DSDSPS are sent for trainings, seminars, and symposia that will develop their skills in serving the students ▪ The CSG President sits with the Board of Regents representing the student body. 	<ul style="list-style-type: none"> ▪ Non-wearing of prescribed school uniform ▪ Inexperience Student leaders
	OPPORTUNITIES	THREATS
EXTERNAL	<ul style="list-style-type: none"> ▪ Student leaders are tapped as speakers to some leadership seminars 	

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	51

1.3 Risk Registry

	Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
a.	Process SDS-PS Risk Description Wearing of prescribed school uniform	Causes: <ul style="list-style-type: none"> ▪ Some faculty members do not check the uniform of students in their classes ▪ Lenient implementation of the policy by the security guards Consequence: <ul style="list-style-type: none"> ▪ Unsecured perimeter ▪ Compromised security of students and employees 	<ul style="list-style-type: none"> ▪ Checking of school uniform upon entry ▪ Faculty members check the students who are not in uniform 	4	4	16-High	<ul style="list-style-type: none"> ▪ Strict implementation of sanctions for non-wearing of uniform 	<ul style="list-style-type: none"> ▪ OSDS-PS ▪ SDS Chairmen ▪ Guards on Duty ▪ Faculty ▪ Student leaders 	January 2019	2	2	4 Low
b.	Process SDS-PS	Cause Non-attendance on leadership	Attendance to leadership trainings and	3	4	12- High	<ul style="list-style-type: none"> ▪ Conduct trainings and seminars for student leaders 	<ul style="list-style-type: none"> ▪ VPASD ▪ DSDS-PS ▪ SDS 	Jan 2019	2	2	4 Low

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	52

Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
Risk Description Inexperience student leaders	trainings and seminars Consequence Cannot deliver expected services	seminars				at least per school year	Chairmen ▪ Deans ▪ Student Leaders				

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	Kalinga State University Quality Management System Support Process	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	53

1.4 Opportunity Registry

Opportunity Statement (include benefit once opportunity is encountered)	L	I	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target Date
Opportunity: <ul style="list-style-type: none"> Staff of the DSDSPS are sent for trainings, seminars, and symposia that will develop their skills in serving the students Benefits <ul style="list-style-type: none"> Upgraded and updated ideas in serving the students 	5	5	25- High	<ul style="list-style-type: none"> Attend relevant seminars to update the SDSPS Staff capability 	<ul style="list-style-type: none"> SDSPS and FTDC Committee 	<ul style="list-style-type: none"> January 2019
Opportunity: <ul style="list-style-type: none"> The CSG President sits with the Board of Regents representing the student body. Benefit/s <ul style="list-style-type: none"> The administration is informed matters about student concerns through the Student Regent 	5	5	25- High	<ul style="list-style-type: none"> Air and report issues and concerns of students 	<ul style="list-style-type: none"> OSDS 	<ul style="list-style-type: none"> Nov 2018
Opportunity: <ul style="list-style-type: none"> Student leaders are tapped as speakers to some leadership seminars Benefits: <ul style="list-style-type: none"> A privilege to bring the school in the community 	5	4	20- High	<ul style="list-style-type: none"> Inclusion of the services of KSU in their lecture outside 	<ul style="list-style-type: none"> VPASD OSDS-PS 	<ul style="list-style-type: none"> Upon invitation

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	54

7.1.5 Improvement Plan

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date	Monitoring Method
To send the SDS-PS staff for trainings, seminars, and conferences.	No. of trainings, seminars, and conferences to be attended to by the staff of SDS-PS	4 Trainings in a year	3 Trainings in a year	Identify trainings, seminars, and conferences to be attended by the SDS-PS staff	FTDC	January 2019 onwards	Certificate of Attendance Certificate of Participation
To assist the student regent in serving the students.	No. of meetings to be attended by the student regent to the board	Quarterly with special sessions	5	Identify the agenda to be presented by the student regent to the board	Board of Regents (BOR)	Year round	Attendance from the Board Secretary
To expose the students outside the university	No. of speaking involvement of the tapped students	Once in a semester	2	Include the university services in the speaking engagement of the tapped student leaders	SDS-PS Dean	Year round	Invitation Letter Program Certificate of Attendance


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	Kalinga State University Quality Management System Support Process	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	55

7.1.6 Reference Matrix

PROCESS	SUB-PROCESS	REFERENCES	RESPONSIBLE PERSON
Student Services	<ul style="list-style-type: none"> ▪ Implementation on the wearing of prescribed school uniform 	<ul style="list-style-type: none"> ▪ Student Manual 2017 Edition 	<ul style="list-style-type: none"> ▪ SDS-PS ▪ SDS Chair ▪ Guards on Duty ▪ Faculty ▪ Student Leaders
	<ul style="list-style-type: none"> ▪ Election of officers for the different clubs, organizations, college, society, etc. 	<ul style="list-style-type: none"> ▪ Student manual 2017 Edition ▪ Central Student Government (CSG) Constitution and By-Laws ▪ Supreme Student Council (SSC) Constitution and By-Laws 	<ul style="list-style-type: none"> ▪ SDS-PS ▪ Deans ▪ Faculty ▪ SDS Chair

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	Kalinga State University Quality Management System Support Process	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	56

ANNEX A- COLLEGE OF CRIMINAL JUSTICE EDUCATION: PLANNING TOOLS

1.1 List of Relevant Interested Parties

INTERESTED PARTIES	NEEDS	EXPECTATIONS
Instruction		
Students	<ul style="list-style-type: none"> ▪ Alleviate knowledge, skills and attitude 	<ul style="list-style-type: none"> ▪ High rating of Board Examination ▪ Understand easily the instructional approaches ▪ Skilled and specialized Faculty ▪ Employable and Eligible ▪ Values building/ formation activities
CHED	Curriculum enhancement based on CMO	Relevant and responsive curriculum
Faculty	<ul style="list-style-type: none"> ▪ Financial support for trainings/ Faculty Scholarship Grant ▪ Professional development ▪ Instructional devices 	<ul style="list-style-type: none"> ▪ Sufficient and adequate financial support ▪ Competent and specialized faculty ▪ Functional technology devices ▪ Instructional Materials
Non-teaching staff	Facilities	Functional facilities
Other interested Parties Tri Bureaus of DILG 1. PNP 2. BFP 3. BJMP 4. And other allied agencies that employs Criminology Graduates	Quality Graduates	Holistic Professionals
Research		
Different agencies <ul style="list-style-type: none"> ▪ DENR 	<ul style="list-style-type: none"> ▪ Representative ▪ Personnel 	<ul style="list-style-type: none"> ▪ Research proposals submitted

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	57

INTERESTED PARTIES	NEEDS	EXPECTATIONS
<ul style="list-style-type: none"> ▪ NCIP ▪ PNP ▪ BJMP ▪ DSWD ▪ Prosecutors Office ▪ BFP 	<ul style="list-style-type: none"> ▪ Faculty 	<ul style="list-style-type: none"> ▪ Completion of research activities ▪ Co-researchers ▪ Proposal reviewers ▪ Representative for the identification of research problem
Extension		
<ul style="list-style-type: none"> ▪ Barangay ▪ DENR ▪ NCIP ▪ PNP ▪ BJMP ▪ DSWD ▪ Prosecutors Office ▪ BFP 	Expertise Faculty	Participation and attendance of the extension activities in the adopted barangay.

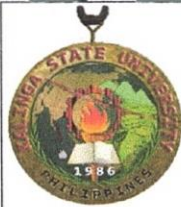
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	Kalinga State University Quality Management System Support Process	Doc. Ref No.:	KSU-QMS-01
		Effectivity Date:	
		Revision No.:	Rev. 1.0
		Page No.:	58

1.2 Strength, Weaknesses, Opportunities and Threats (SWOT)

	STRENGTHS	WEAKNESSES/CHALLENGES
INTERNAL	<ul style="list-style-type: none"> ▪ Professionally Verticalized faculty; ▪ High rate of employment of graduates; ▪ Exceeded target number of enrollees; ▪ Compliant with CMO 21, s. 2005 and CMO 05, s. 2018 in terms of laboratory facilities and other instructional resources. 	<ul style="list-style-type: none"> ▪ Fluctuating of board exam results; ▪ Limited instructional materials prepared by faculty. ▪ Low percentage of students graduating on prescribed time.
	OPPORTUNITIES	THREATS
EXTERNAL	<ul style="list-style-type: none"> ▪ Continuous grants of faculty trainings, seminars and graduate studies and membership to national professional organizations; ▪ Levelling of program accreditation; ▪ International linkages and internship collaboration through research and academic cooperation by 2022; ▪ Offering of Bachelor of Science in Forensic Science by 2020. 	<ul style="list-style-type: none"> ▪ Curriculum is not in order to the defect of CMO 05, s. 2018, providing no course descriptions to major courses.

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	59

1.3 Risk Registry

Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
a. Curriculum development: CMO 05, s. 2018 provides no course descriptions for major courses	Causes: TWG national grave omission Consequences: unorganized curriculum	Adopt the curriculum provided in the CMO 05, s. 2018	5	3	15-high	Revisit and revise the CMO through a national convention	Dean, faculty	January 2019	2	2	4-low
b. Delivery of Instructions: Board examination	Causes: Relaxed implementation of retention policy Consequences: Fluctuating results of board examination	Current assessment evaluation program Conduct of promotional exam	5	4	20-High	1. Strict implementation of retention policy 2. Provide bridging program for below average students	Dean of the college and Faculty	SY 2018-2019	2	2	4-Low
c. Low Graduate on prescribed time	Causes: Cannot comply with retention average Consequences: Low number of graduates on prescribed time	Bridging program and promotional exam	4	3	12-high	Intensify bridging program Improve quality of promotional exam	Students Faculty Parents Program chairman Dean	SY 2018-2019	2	2	4 low

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	60

Process/Risk Description	Risk Causes & Consequences	Current controls	L	I	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment		
						Improve quality of instruction					
d. Limited instructional materials prepared by faculty	Cause: the college is barely 9 years old and majority faculty are newly hired, some are Job order status Consequence: Limited outputs in terms of IMs	Regular faculty are mandated to prepare their individual IM	4	4	16-high	Train faculty in IM writing Provide the University IM manual as their reference	Program chairman Dean	January 2019	2	2	4-low

1.4 Opportunity Registry

Opportunity Statement (include benefit once opportunity is encountered)	L	I	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target
Opportunity description: Continuous grants of faculty trainings, seminars and graduate study grants and membership to national professional organization Benefits: Improvement of quality of instructions Expansion and growth for the college	4	4	16-High	<ul style="list-style-type: none"> ▪ Improve performance in retention rate as well as board examination results ▪ Plan for expansions in terms of facilities 	Students Dean and Faculty	First Semester SY 2019-2020

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	61

Opportunity Statement (include benefit once opportunity is encountered)	L	I	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target
Opportunity description: Levelling of program accreditation Benefits: Improved quality of instructions and quality of graduates	4	4	16 high	<ul style="list-style-type: none"> ▪ To get ISO certification ▪ Compliance with RQAT/AACUP requirements 	Administration Faculty Program chairman College Dean Students	SY 2022 to 2024
Opportunity description: International linkages Benefits: Internationally competitive graduates	4	3	12 high	<ul style="list-style-type: none"> ▪ Linkages with international institutions ▪ Promote quality of products in terms of research and graduates 	Administration ODETEIL Dean Faculty	SY 2022-2024
Opportunity description: Offering of Bachelor of Science in Forensic Science Benefits: More degree options for students to pursue Technically skilled professionals in terms of forensic investigation	4	3	12-high	Prepare application and submit to CHED-CAR Comply with CHED-CAR recommendations Submit to BOR for approval	Administration VAPASD Dean Faculty	SY 2020
Professionally Verticalized faculty	4	4	16-high	Send new faculty to pursue graduate studies Send faculty to specialized seminars and trainings	Administration Faculty Dean	2019 onwards
High rate of employment of graduates	4	4	16-high	Strict implementation of retention policy to produce quality graduates	Faculty Program chairman Dean	2019 Onwards

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	62

Opportunity Statement (include benefit once opportunity is encountered)	L	I	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target
				Strict implementation of disciplinary policies to Inculcate values as part of training inside classroom instructions		
Exceed target number of enrolees	4	4	16-high	Sustain number of enrollees Improve admission policies to get the best applicants	Program chairman Faculty Dean	2019 onwards
Compliant with CMO 21, s. 2005 and CMO 05, s. 2018 in terms of laboratory facilities and other instructional resources.	4	3	12-high	Enhance laboratory facilities by developing new and indigenous techniques in the study of forensic science through research	Laboratory chairman Faculty	2019 Onwards

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	63

1.5 Improvement Plan

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date
Fill the gaps in the CMO by developing course descriptions for major courses	Competitive curriculum	Provisions of CMO 05, s. 2018	Amended CMO by January 2018	Call for national convention by the TWG for improvement of the CMO	Dean/faculty and National TWG	January 2019
Improve passing rate Strictly implement retention policy	Percentage of passing Policy implementation	80%	100%	<ul style="list-style-type: none"> • Strict implementation of the retention policy • Further enhancement of the capability of the faculty through trainings and post graduate studies • Improve the assessment and testing programs • Improve the environment of the classrooms • Conduct bridging program • Assess effectiveness of bridging program 	Dean and faculty	January 2019 onwards
To provide bridging program	Number of bridging program	0	1			

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	64

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date
				<ul style="list-style-type: none"> Improve bridging program based on results of evaluation 		
Every faculty (regular) to accomplish one IM per year	Substantial IM for classroom instruction	1 faculty have 5 published IM 2 faculty submitted 1 each IM for review	90% of faculty have their own IM	<ul style="list-style-type: none"> Train new faculty for IM writing Provide the University IM manual 	IM chairman Faculty Dean	End of SY 2019 and continuing
To increase number of graduates vs. number of enrolment	Increased number of graduates and low mortality	2018 20 graduates vs 60 upon enrolment 33% graduates	Increase to 65 to 80 %	Provide tutorial and bridging program	Students Faculty Parents Dean	End of 2018 and continuing
To sustain verticality of core faculty	Verticalized core faculty	7- core faculty 6- part time faculty 5- support faculty	100% percent Verticalized faculty according to their field	Recommend for alignment of mis-aligned faculty	VPASD Dean	2020

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Kalinga State University
Quality Management System
 Support Process

Doc. Ref No.:	KSU-QMS-01
Effectivity Date:	
Revision No.:	Rev. 1.0
Page No.:	65

Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date
To sustain continuous high demand of Criminology graduates	High rate of employment of graduates	50 percent monitored employment of graduate within 2 years after graduation	60% employment within 2 years after graduation	Continuous linkages with allied agencies needing expertise of criminologists	Administration VPASD Dean	2024
Sustain 150 number of freshmen enrollees	250 freshmen for SY 2018-2019	250 freshmen	Sustain	Improve screening processes to get the best candidate	Program chairman Dean	2019
Upgrade facilities to available state of the art facilities	Upgraded facilities	Compliance with the CHED minimum requirements	Upgrade to new technologies	Sending of faculty on technical courses for specialized trainings to adopt with new technologies	Program chairman Laboratory chairman Dean	2019 onwards

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