



MARIANO MARCOS STATE UNIVERSITY

Lifelong Learning Access Policy

Mariano Marcos State University (MMSU) is committed to quality service delivery in instruction, research, and extension. The university's Quality Policy launched in 2019, driven by its Quality Management System (QMS), proactively empowers stakeholders and ensures responsiveness to their evolving needs, fostering sustainable development and inclusive growth. MMSU continuously reviews and improves its QMS in accordance with legal, ethical, and other requirements.

The graphic features a background image of a large, modern university building with a red roof and white walls. Overlaid on this is the university's logo at the top center. Below the logo, the title "QUALITY POLICY" is written in large, bold, green capital letters. Underneath the title, there are two paragraphs of text in black. The first paragraph states the university's commitment to optimizing services through its QMS. The second paragraph states the commitment to continuously review and improve the QMS. Below the text is a signature of Shirley C. Aguirre, Ph.D., followed by her name and title, "University President". In the bottom right corner, the code "OP-QP-001" is visible.

QUALITY POLICY

We commit to optimize our mandated services in instruction, research and extension by implementing our Quality Management System (QMS) that proactively empowers our stakeholders as we synergistically respond to our evolving needs and aspirations toward sustainable development and inclusive growth.

Thus, we shall continuously review and improve our QMS in accordance with legal, ethical, and other requirements.

Shirley C. Aguirre
Shirley C. Aguirre, Ph.D.
University President

OP-QP-001



QUALITY MANAGEMENT SYSTEM MANUAL





BOR RESOLUTION NO. 003, s. 2020


RESOLVED, AS IT IS HEREBY RESOLVED, that upon its agreement, the Board **approved** the MMSU Quality Management System (QMS) Manual, Standards and Procedures, without prejudice to further revision to incorporate the recommendations of the Board and as part of continual improvement under the QMS.

*Approved during the 132nd (Regular) Meeting of the Board of Regents on 15 January 2020
at the University Mansion, MMSU, City of Batac, Ilocos Norte.*

CERTIFIED TRUE AND CORRECT:


LUVÉE HAZEL C. AQUINO
Acting Board Secretary

ATTESTED BY:


SHIRLEY C. AGRUPIS
Vice Chair, MMSU BOR
and President, MMSU

FOREWORD

The Mariano Marcos State University was established by law 41 years ago to address the educational needs of the people of Ilocandia. As a comprehensive university, MMSU has laid the foundations of quality instruction for the youth, not only in the Ilocos Region but throughout the country. This strong foundation has helped the institution produce globally competitive professionals whose contribution to sustainable development is beyond reproach. Research, as a major function of the university, remains as MMSU's mechanism for the generation of knowledge and technologies that offer solutions to pressing problems. To bridge the university to the community, Extension is an important fabric of its operations to make information and technologies work for the people and help uplift their quality of life.

As MMSU continues to grow and expand in the global arena, the delivery of quality services to the community should be sustained. Quality and excellence are vital attributes of MMSU's services to the community. As the university enhances its operations to keep abreast with the dynamic society, we embarked on a journey toward ISO Certification. This journey started with the establishment of a Quality Management System (QMS) Manual to capture the needs, expectations, and issues of our stakeholders and define the systematic flow of transactions. This Manual is a living document that endeavors to ensure customer satisfaction, nurture partnerships, and conform to international standards. It was crafted by a team of university personnel which was guided by brilliant trainers from the Development Academy of the Philippines (DAP). This document may not be a perfect one, but inadequacies and limitations will be addressed in due time. The constant review of this document proves our commitment to continual improvement.


May this Manual be a guide for all stakeholders as we join together to ACHIEVE.


SHIRLEY C. AGRUPIS, Ph.D.
University President

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1.0 INTRODUCTION

1.1 Adoption of a Quality Management System

The **Mariano Marcos State University (MMSU)**, adopts the ISO 9001:2015 Quality Management System Standard as the basis for developing this Quality Management System (QMS). The extent of this QMS is based on the nature of the organization, complexity, and interaction of the processes and competency of its personnel. As such, the Top Management of **MMSU** shall demonstrate its full commitment in establishing, documenting, implementing, maintaining, and continually improving this QMS in accordance with the ISO 9001:2015 requirements.

To implement this quality management system, **MMSU** has:

1. Identified the processes needed for the QMS;
2. Determined the sequence and interaction of the QMS processes;
3. Determined criteria and methods required to ensure the effective operation and control of the processes;
4. Ensured the availability of information necessary to support the operation and monitoring of these processes; and
5. Measured, monitored, and analyzed the processes, and implemented actions necessary to achieve desired results and continual improvement.


1.2 Objectives of the Quality Manual

This Quality Manual specifies requirements for a QMS to be applied to MMSU when it:

- a) needs to demonstrate its ability to consistently provide products and services that meet customers' needs as well as applicable statutory and regulatory requirements;
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customers' need together with applicable statutory and regulatory requirements; and
- c) is certified according to the ISO 9001:2015 version.

This manual also provides the guidelines to implement the process systematically and where necessary, the generation of procedures for each unit of operation to run the process.

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If the procedure is required to be outlined, it should be addressed in this manual remarked as reference.

2.0 ORGANIZATIONAL PROFILE

2.1 Purposes and Legal Mandate of the Organization


The MMSU was established on January 6, 1978 by virtue of Presidential Decree No. 1279 issued by then President Ferdinand E. Marcos. The decree merged the then Mariano Marcos Memorial College of Science and Technology (MMMCST) with campuses in Batac, Currimao, Dingras and Paoay, and the Northern Luzon State College (NLSC) in Laoag City, and integrated the college departments of the Ilocos Norte Agricultural College (INAC) and the Ilocos Norte College of Arts and Trades (INCAT).

MMSU's mandate is to provide advanced instruction in the arts, agricultural and natural sciences, and technological and professional fields. Its 278-hectare main campus is located in the heart of the City of Batac, a peaceful young city conducive for educational and rural development. The University also has campuses in Laoag City, and in the towns of Currimao, Dingras, and Paoay. MMSU offers various degree programs in the undergraduate and graduate levels. Majority of these programs are accredited at different levels by accrediting bodies for state universities and colleges. It is recognized by the Commission on Higher Education (CHED) as Center of Excellence (COE) in Teacher Education, and Center of Development (COD) in Agriculture, Biology, Forestry and Information Technology Education. MMSU has also been chosen as one of the few National Universities for Agriculture and Fisheries Education in the Philippines. It is an institutionally-accredited university evaluated by the Accrediting Agency for Chartered Colleges and Universities (AACCUP) using the outcomes-based instrument. In addition, it is deputized by CHED to implement the Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP) in the undergraduate level.

To date, MMSU has 11 academic units: Graduate School (GS), College of Law (COL), College of Medicine (COM), College of Agriculture, Food and Sustainable Development (CAFSD), College of Aquatic Sciences and Applied Technology (CASAT), College of Arts and Sciences (CAS), College of Business, Economics and Accountancy (CBEA), College of Engineering (COE), College of Health Sciences (CHS), College of Industrial Technology (CIT) and College of Teacher Education (CTE). These are distributed in three (3) campuses, with the corresponding addresses:

- Main Campus (City of Batac) - Brgy. Quiling Sur, City of Batac, Ilocos Norte 2906
- Currimao Campus – Brgy. Pias Sur, Currimao, Ilocos Norte 2903

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- Laoag City Campus
Brgy 5 San Pedro, Castro Avenue, Laoag City 2900
Brgy. 7-B Nuestra Señora De Natividad, P. Gomez St., Laoag City 2900

The Paoay Campus is a satellite campus of CIT in Laoag while the Dingras Campus is a satellite campus of the CAFSD in Batac.

2.2 Vision

A premier Philippine university by 2028

2.3 Mission

To develop virtuous human capital and sustainable innovations in a knowledge-driven global economy

2.4 Core Values

1. **Knowledge.** Upholding knowledge as empowerment, MMSU aims to develop intelligent individuals who can make informed decisions.
2. **Inclusiveness.** MMSU supports and encourages diversity and collaboration, engaging in programs that promote growth and development for all sectors of society.
3. **Professionalism.** Reared in a merit-based environment, MMSU commits itself to the highest standards of ethics and professionalism.
4. **Spirituality and Social Responsibility.** MMSU is committed to providing holistic development that inculcates love and service to God, humanity, and the environment.

2.5 Quality Policy


We commit to optimize our mandated services in instruction, research and extension by implementing our Quality Management System (QMS) that proactively empowers our stakeholders as we synergistically respond to our evolving needs and aspirations toward sustainable development and inclusive growth.

Thus, we shall continuously review and improve our QMS in accordance with legal, ethical, and other requirements.

2.6 Seven-point Agenda

A - ACADEMIC EXCELLENCE

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Goal: First Rate Academic Portfolio

Major Initiatives:

1. UPGRADE instructional management and leadership competence of faculty and academic support personnel
 - Center for Teaching Excellence
 - Learning Management System (LMS)
2. BUILDmore COE and COD programs
3. ENHANCE student and faculty mobility
4. ENHANCE technical skills of students thru Undergraduate Students Research Mentoring Program (USRMP), Research Engagement Across Programs (REAP), Graduate Research Assistantship Program (GRAP)
5. OFFER degree programs in Veterinary Medicine, Bioengineering, and Bio-Agritechnology

C - CREATIVE, RELEVANT AND INNOVATIVE RESEARCH PROGRAMS

Goal: Cradle of Transformative and Commercially Viable Research Output and Innovations

Major Initiatives:


1. RE-INVENT Research and Development (R&D) structure and need-based agenda
2. UPGRADE technical, management and leadership competence of researchers
3. ESTABLISH R&D enabling support programs
 - Research Corporate Relations Office
 - Publication Support Bureau
4. ESTABLISH a performance metrics for R&D
5. FUNCTIONALIZE R&D and techno-based center
 - Technology Business Incubator
 - Food Innovation Center
 - Center for Innovative Materials and Emerging Applications (CIMEA)
 - National Bioenergy Research and Innovation Center (NBERIC)

H - HIGH IMPACT AND TRANSFORMATIVE EXTENSION AND OUTREACH PROGRAMS

Goal: MMSU as Engine of Economic Growth

Major Initiatives:

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1. UPGRADE technical, management and leadership competence of extension workers
2. DEVELOP a strong and doable need-based extension program
3. EXPAND partnership with LGU, Industry, and stakeholders
4. SHOWCASE a sustainable Agri-tech President's Farm
5. ESTABLISH e-techno hub

I - IMPROVED REVENUE GENERATION AND RESOURCE MANAGEMENT

Goal: Financially resilient and pro-active resource management

Major Initiatives:

1. PRO-ACTIVE development of land assets
2. REFURBISH/MODERNIZE business infrastructure
3. IMPROVE internal efficiency of existing IGPs
4. ESTABLISH endowment fund for special projects from resource providers
5. DEVELOP university-private business venture for food services
6. SUSTAIN financial integrity and transparency culture

E - EXPANDED EXTERNAL LINKAGES AND PARTNERSHIPS

Goal: Expanded Partnerships with a diverse community of Academic, Government

Major Initiatives:

1. EXPAND and STRENGTHEN the External Linkages and Partnership (ELP) Office
 - International Coordinating Committee (ICC)
 - MMSU Global Alumni Network
 - Institutionalize policies for visiting professors/scientists
2. FACELIFT ELP Office


V - VIBRANT AND ENGAGING, CULTURALLY-FOCUSED UNIVERSITY CAMPUS

Goal: MMSU as a university of choice by all folks in all walks of life

Major Initiatives:

1. ESTABLISH Public Information and Media Center
2. MODERNIZE/revitalize sports facilities
3. ESTABLISH values and spiritual formation center
4. SUSTAIN clean, green and well-lit-campus

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E - EFFECTIVE AND EFFICIENT MANAGEMENT

Goal: Responsive, Innovative, and Business-like Operation and Management with Integrity, Transparency and Consistency

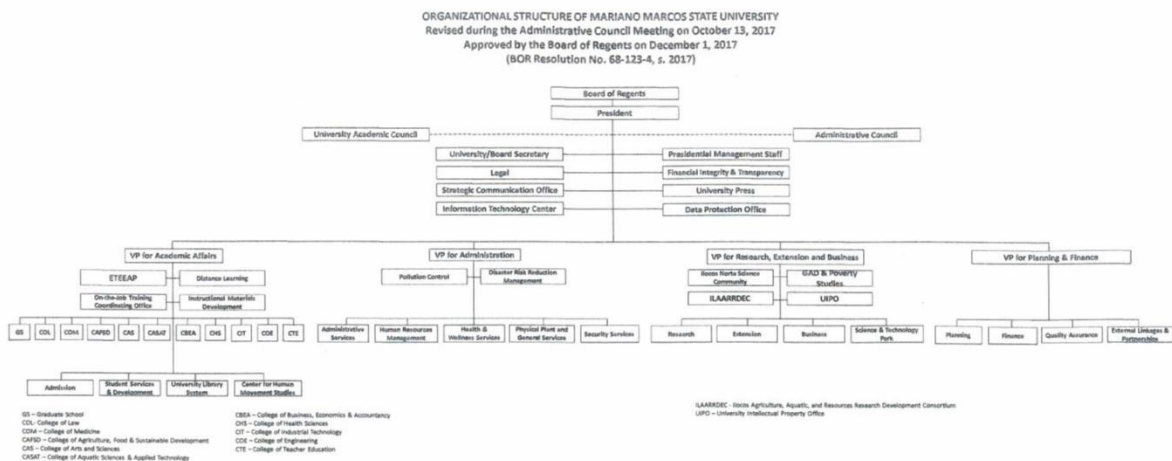
Major Initiatives:

1. ENHANCE organizational structure
2. IMPLEMENT management by objectives defined by metrics
3. ESTABLISH Clean, Agile, Resilient, Effective Systems (CARES) culture
4. INSTITUTIONALIZE Wide Area Network (WAN) for e-MMSU
5. NURTURE ONE MMSU (Onward New and Excellent MMSU) Culture
6. UPGRADE academic and technical profiles of administrative manpower


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Organizational Structure



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3.0 SCOPE OF THE QMS

3.1 Scope

MMSU's QMS covers the

“Provision of advanced, professional and higher education, research, extension and support services in Batac, Laoag, and Currimao campuses of MMSU”.

The scope covers the management, core, and support processes as indicated in the MMSU Process Map.

3.2 Process Map


The MMSU process map is divided into four groups of processes, namely:

- Management Processes – those that are needed for oversight and governance of MMSU's quality management system.
- Core Processes – those that are needed to realize the planned activities in performing the processes and allow MMSU to deliver the intended output of the core functions.
- Support Processes– those that are needed to manage the resources necessary to ensure the satisfactory performance of the Management and Core Processes.
- Externally Provided Processes - those that are provided by external individuals or organizations to the University for the delivery of its services to its stakeholders.

The four (4) groups of processes are working together to transform the stakeholders' requirements into stakeholder's satisfaction.

The Management Processes set directions, policies and plans for the QMS 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 SCOT (Strengths, Challenges, Opportunities and Threats) and PESTLE Analysis. Planning is an integral process that sets the direction of the university through the crafting of strategic and operational plans including doable strategies to achieve these. Policy development ensures smooth flow of operations at all levels through the formulation of policies that affect the university. Performance review involves three significant strategies –program and institutional accreditation, internal audit and management review. These strategies ensure that the QMS is adequate, effective and suitable and guide the university in continually improving the QMS.

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The core processes deliver outputs to stakeholders, i.e. instruction, research, and extension. These processes are interrelated with one another. Controls of the inputs, processes and outputs are provided by the concerned offices to ensure timely, relevant, and accessible instruction, research, and extension services.

The support processes provide the necessary administrative, financial, and logistical support to all offices/units for the effective delivery of higher and advanced education in instruction, research, and extension. Both the core and support processes communicate feedback and reports to the management for proper monitoring and implementation of appropriate action.

The clients, together with the interested parties, even outside the organization, are crucial factors in the MMSU QMS. Their requirements and issues are considered in the planning activities of the organization. The stakeholders' feedback and satisfaction are also being monitored and measured as inputs to the management review of the MMSU's performance and identified QMS results. These information are also used for continual improvement of the system, processes, and products and services.

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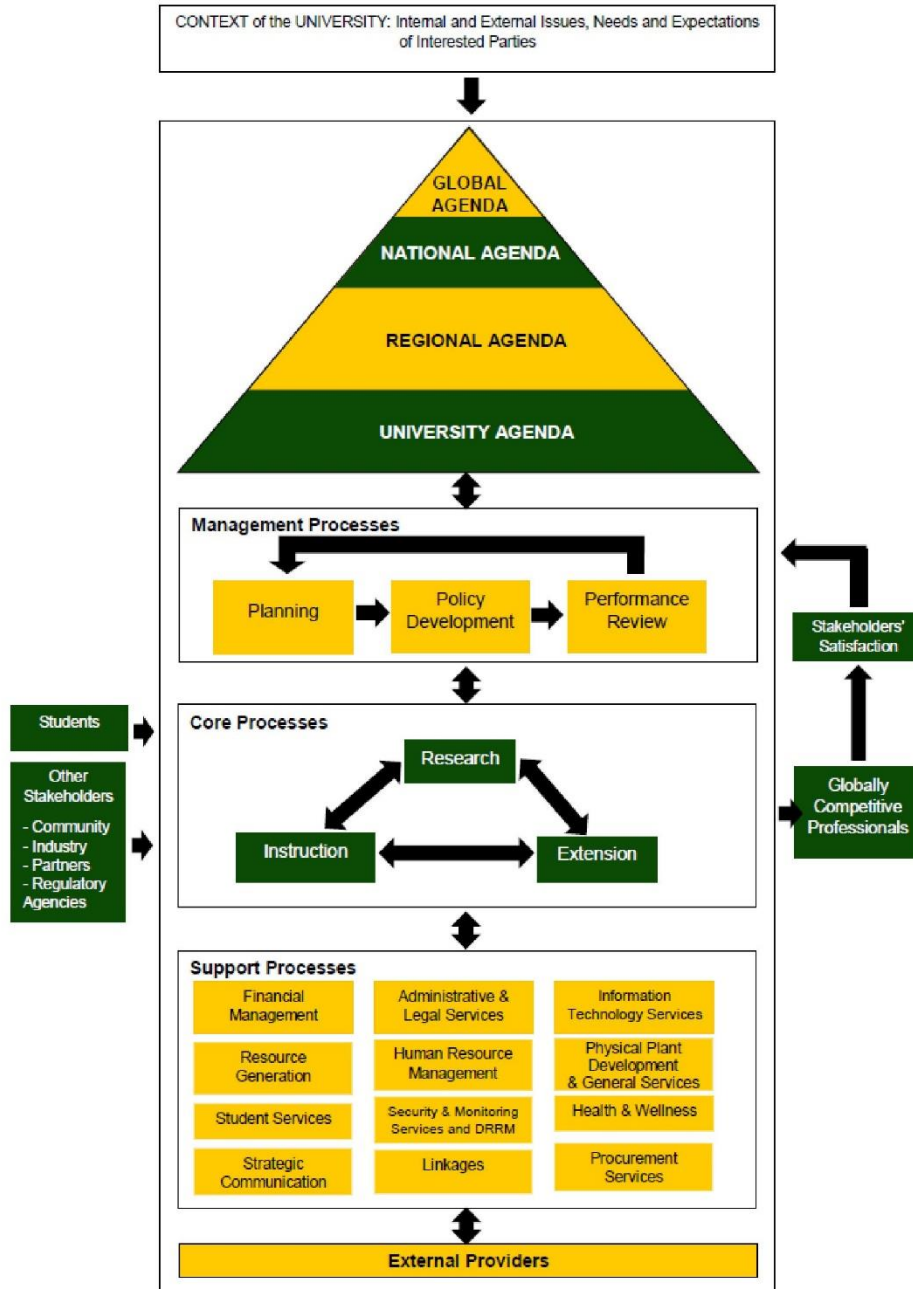



Fig. 1: MMSU Process Map

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4.0 MANAGEMENT PROCESSES

The University has management processes which include planning, policy development, and performance review under the stewardship of the Office of the President and offices of the Vice Presidents. The Vice President for Planning and Finance, through the Planning Directorate and Quality Assurance, spearheads the conduct of University-wide planning, monitoring and evaluation, knowledge management, and accreditation. Likewise, policy development is spearheaded by the Administrative Council (AdCo) which is composed of Vice Presidents, deans, and directors as well as University Academic Council (UAC) composed of faculty members with rank of at least Assistant Professor. AdCo is responsible in crafting the administrative policies while UAC is responsible in crafting academic policies of the University. The President chairs the AdCo and the UAC.

4.1 Planning


Planning facilitates rational decision-making and action to effectively and excellently achieve or accomplish desired outcomes through proper data and information management. The results of needs assessment, Strength, Challenges, Opportunities and Threats (SCOT) and Political, Economic, Social, Technological, Environmental (PESTLE) analysis are vital in crafting the strategic plan and operational plan of the University aligned with the regional, national and global agenda.

The strategic plan is translated into the annual operational/quality objectives plan. It is prepared by the deans and directors of the university and consolidated by the Directorate for Planning.

Likewise, the targets of operating units are translated into the Office Performance Commitment Review (OPCR) and Individual Performance Commitment Review (IPCR). This is embedded in the University Performance Tracking System as approved by the board. The OPCR and IPCR are prepared bi-annually by the respective offices and individual personnel.

PROCESS	SUB-PROCESS	REFERENCE DOCUMENTS
Planning	Development of <ul style="list-style-type: none"> Strategic Plan, Operational Plan, OPCR and IPCR 	Institutional Guidebook (I-Guide) On Planning, Knowledge Management, and Monitoring and


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PROCESS	SUB-PROCESS	REFERENCE DOCUMENTS
		Evaluation (PKMME), 2018) Gender and Development (GAD) Guidelines
Knowledge Management (KM)	Collection of Data, Information, & Knowledge for Planning/Reporting	Institutional Guidebook (I-Guide) On Planning, Knowledge Management, and Monitoring and Evaluation (PKMME), 2018)
	Sharing of Organizational Data, Information, & Knowledge	Institutional Guidebook (I-Guide) On Planning, Knowledge Management, and Monitoring and Evaluation (PKMME), 2018)
Monitoring	Conduct of midyear and annual performance review/ management review, internal audit, program and institutional accreditation	Institutional Guidebook (I-Guide) On Planning, Knowledge Management, and Monitoring and Evaluation (PKMME), 2018)
	Monitoring and evaluation of University Programs, Projects, Activities (PPAs)	Institutional Guidebook (I-Guide) On Planning, Knowledge Management, and Monitoring and Evaluation (PKMME), 2018) GAD Guidelines

The risks and opportunities as well as issues and interested internal and external parties are identified by each operating unit and consolidated by the Directorate for Planning, specifically the Knowledge Management Unit. The risks are categorized into low, moderate and high based on likelihood, consequence, and impact as described below. The MMSU documents its risks and opportunities through the Risk and Opportunity Register which is updated annually or as the need arises.

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CRITERIA FOR LIKELIHOOD

	Rate	Likelihood – Risk	Likelihood - Opportunity
Rare	1	Not known to happen	No chance of success within the next 6 months
Low	2	Low occurrence of 1 x in 6 months	1-25% chance of success within the next 6 months
Moderate	3	Known to happen, occurrence of 1 per quarter	26-50% of success within the next 6 months
High	4	Very likely to happen, occurrence of atleast 2 per quarter	51-75% of success within the next 6 months
Very High	5	Highly likely to happen, occurrence of 3 or more per month.	>75% success within the next 6 months

CRITERIA FOR CONSEQUENCE

	Rate	Risk (Negative consequence)	Opportunity
Insignificant	1	Minimal (no customer complaint) or no impact	No perceived value for improvement and sustainability
Minor	2	Minor impact (noticeable effect, minor customer complaint)	Pursuing the opportunity will slightly improve QMS and sustainability
Significant	3	Moderate impact (customer complaints resulting in claim)	Pursuing the opportunity will considerably improve QMS and sustainability
Major	4	Major impact (catastrophic, recall, fatality, costly compensation, legal action) alternatives available	Pursuing the opportunity will highly improve QMS and sustainability
Catastrophic	5	Major impact(catastrophic, recall, fatality, costly compensation, legal	Pursuing the opportunity will greatly improve QMS and

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		action) no alternatives available	sustainability
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RISK RATING MATRIX

LIKELIHOOD	Rare	1	2	3	4	5
	Unlikely	2	4	6	8	10
	Possible	3	6	9	12	15
	Likely	4	8	12	16	20
	Certain	5	10	15	20	25
		Insignificant	Minor	Significant	Major	Catastrophic
	IMPACT					

CRITERIA FOR ACTION

Risk/Opportunity Rating	PRIORITY	MANAGEMENT'S DECISION	
		RISK	OPPORTUNITY
10-25	HIGH	Take immediate appropriate action to eliminate the risk	Pursue the opportunity
5-9	MODERATE	More frequent monitoring of performance/complaints	May consider pursuing the opportunity
1-4	LOW	No action required	No action required

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4.2 Policy Development

There are two councils in the university that serve as policy-making bodies - the Administrative Council (AdCo) and the University Academic Council (UAC).

The AdCo is composed of the University President as Chairperson and the Vice Presidents, Deans, Directors, and the University Secretary as members. The Council formulates, deliberates, reviews and recommends policies in accordance with the functions and mandates of the University and legal requirements. Such matters endorsed by the Council are submitted to the Board of Regents for approval.

On the other hand, the UAC consists of the University President as Chairperson and all academic personnel with the rank of Assistant Professor and above as members. The University Registrar acts as the secretary of this Council. The UAC determines, reviews and recommends course offerings, rules of discipline, admission requirements, graduation, and conferment of degrees to students in the University.

PROCESS	SUB-PROCESS	REFERENCES
Approval of administrative policies	<ul style="list-style-type: none"> • preparation of proposal and proponent's brief • approval by AdCo • approval by BOR 	Process flowchart
Approval of academic policies	<ul style="list-style-type: none"> • submission of proposal by college • approval by UAC • approval by BOR 	Process Flowchart


4.3 Performance Review

Performance Review is a process that allows MMSU to assess/evaluate the institutional performance of its processes. This includes the program and institutional accreditation, Internal Audit (IA), and Management Review.

4.3.1 Program and Institutional Accreditation

The assessment of the quality of services and operations of the Mariano Marcos State University as a higher education institution, and the accreditation of its academic programs are managed by the Quality Assurance (QA) Directorate, which is under the Office of the Vice President for Planning and Finance. Through quality

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assurance, the University sustains a culture of excellence that translates policies into quality programs and quality results as concretized by the competencies of its graduates, the qualifications of its faculty, the contributions of its research outputs, its learning resources and support structures, as well as the nature of its linkages and community engagement initiatives.


The QA Office is headed by a director who oversees all QA operations that run across institutional and program accreditation, as well as parallel initiatives like sustainability assessment and ISO Certification.

Under the QA Directorate is a chief of program and institutional accreditation. Additionally, an Internal Quality Assurance Team, which consists of trained accreditors, has been organized to prepare Program Performance Profile templates, compliance reports, and other accreditation documents and to conduct mock accreditation on programs due for accreditation.

Committees are also created to work on the different documents and requirements needed before, during, and after institutional assessment.


PROCESS	SUB-PROCESS	REFERENCE
Quality Assessment	Institutional Accreditation	
	<u>Before:</u> <ul style="list-style-type: none"> Organize working committees Review assessment guidelines and instruments Plan for institutional portfolio preparation Submit the preparation plans Draft institutional portfolio Finalize the institutional portfolio Submit the institutional portfolio Respond to recommendations forwarded during the 	<ul style="list-style-type: none"> Process flowchart Institutional assessment instrument Guidelines in preparing institutional portfolio List of findings and recommendations during the previous assessment CHED Memoranda re: Outcomes-Based Institutional Assessment Institutional Work Plan Matrix

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PROCESS	SUB-PROCESS	REFERENCE
	previous visit <ul style="list-style-type: none"> • Prepare exhibits/ supporting documents • Conduct mock assessment sessions • Act on mock assessment feedback • Package all exhibits/ supporting documents 	
	<u>During:</u> <ul style="list-style-type: none"> • Review institutional portfolio, compliance reports • Review institutional portfolio, compliance and exhibits • Conduct interviews with key stakeholders • Conduct on-site visits • Prepare and present assessment reports and exhibits • Conduct interviews with key stakeholders • Conduct on-site visits • Prepare and present assessment reports 	<ul style="list-style-type: none"> • Process flowchart • Copies of the packaged, institutional portfolio, compliance reports and exhibits • Institutional Assessment instruments
	<u>After:</u> <ul style="list-style-type: none"> • Discuss institutional assessment findings • Prepare and implement plans to respond to assessment findings/ feedback • Implement plans to 	<ul style="list-style-type: none"> • Process flowchart • Summary of Findings and Recommendations • Action Plan Matrix

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PROCESS	SUB-PROCESS	REFERENCE
	<p>respond to findings/ feedback</p> <ul style="list-style-type: none"> Monitor and evaluate <u>implemented</u> actions 	
	<p>Program Accreditation</p> <p><u>Before:</u></p> <ul style="list-style-type: none"> Review program accreditation status Assess readiness for the next-level survey visit Request accrediting body for the survey visit schedule Organize local task force (per accreditation area) Discuss recommendations and actions needing improvement with concerned program Prepare and implement plans to address recommendations and actions needing improvement Prepare Program Performance Profile (PPP) and Compliance Report Submit PPP copies to the accrediting body Prepare exhibits/ supporting documents Conduct mock 	<ul style="list-style-type: none"> Process flowchart Outcomes-based program accreditation instrument Guidelines in preparing PPP List of findings and recommendations during the previous survey visit CHED Memoranda re: Outcomes-Based Institutional Accreditation Program Work Plan Matrix

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PROCESS	SUB-PROCESS	REFERENCE
	assessment sessions <ul style="list-style-type: none"> • Act on mock assessment feedback • Package all exhibits/ supporting documents 	
	During <ul style="list-style-type: none"> • Review the PPP per program being surveyed together with their compliance reports and exhibits • Conduct interviews with concerned task force members key stakeholders • Conduct on-site visits • Prepare and present assessment reports 	<ul style="list-style-type: none"> • Process flowchart • Copies of the packaged, institutional portfolio, compliance reports and exhibits • OBE Program- accreditation instruments
	After <ul style="list-style-type: none"> • Discuss program accreditation findings • Prepare and implement plans to respond to assessment findings/ feedback • Implement plans to respond to findings/ feedback • Monitor and evaluate implemented actions 	<ul style="list-style-type: none"> • Process flowchart • Summary of Survey Findings and Recommendations • Action Plan Matrix

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4.3.2 Internal Audit

The MMSU conducts internal audit at least annually to provide information on whether the QMS conforms to the established standards of ISO 9001:2015 and is effectively implemented and maintained.

The execution of internal audit includes activities that:

- a) plan, establish, implement, and maintain an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which shall consider the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) define the audit criteria and scope for each audit;
- c) select auditors and conduct audits to ensure objectivity and impartiality of the audit process;
- d) ensure that the results of the audits are reported to relevant management;
- e) take appropriate correction and corrective actions without undue delay; and
- f) retain documented information as evidence of the implementation of the audit program and the audit results.

Details of internal audit activities follow according to Internal Audit Procedure. Results of the internal audit activity are reviewed by top management of MMSU as required in **Management Review** of this Quality Manual.


4.3.3 Management Review

The agency performance review is conducted to improve governance and attain excellence in implementing university programs and projects and in ensuring accountability within and among the university personnel. The activity is participated in by top management, college deans, directors and chiefs of offices. With this practice, a more concrete system of implementing and evaluating programs is ensured.

4.3.3.1 Frequency of Management Review

The top management reviews the organization's QMS, at least annually, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the University.

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4.3.3.2 Management Review Inputs

In the management review, the following are considered:

- a) status of actions from previous management reviews; previous year minutes of meeting by management;
- b) changes in external and internal issues that are relevant to the QMS; and
- c) information on the performance and effectiveness of the QMS including trends in:
 - 1. results of the Strategic Performance Management System (SPMS),
 - 2. customer satisfaction;
 - 3. customer complaint;
 - 4. feedback from relevant interested parties;
 - 5. the extent to which quality objectives have been met;
 - 6. process performance and conformity of products and services;
 - 7. nonconformities and corrective actions;
 - 8. monitoring and measurement results;
 - 9. audit results (Internal audit and External audit);
 - 10. performance of external providers;
- d) adequacy of resources;
- e) effectiveness of actions taken to address risks and opportunities; and
- f) opportunities for improvement

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4.3.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to the opportunities for improvement, any need for changes to the QMS, and resource needs.

Documented information of Management Review outputs are retained as an evidence of the results of the management reviews.

5.0. CORE PROCESSES

The University has core processes of instruction, research, and extension. These three vital processes provide a strong framework for operations of a university. Instructional processes are supervised by the VP for Academic Affairs and the Academic Deans and Directors. Research and Extension processes are administered under the leadership of the VP for Research, Extension, and Business.

5.1 Instruction


The University is composed of 11 colleges located across various campuses. There are common procedures and policies governing student admission, registration, retention, and graduation. For degree programs with specific statutory requirements issued by regulatory agencies, the requirements are modified accordingly. To ensure the effective delivery of instruction and ensure meaningful learning, various conventional and innovative teaching methodologies are employed by professors. These modalities are all geared toward the development of globally-competent professionals. To augment classroom instruction, instructional materials are developed and utilized by faculty members. These materials are duly validated and evaluated by established committees.

5.1.1. Admission and Registration

The University ensures quality teaching and learning through established admission and retention policies. Admission screens potential enrollees in the University and ensures that the students' abilities and aptitudes match the demands of the program. Admission requirements are unique for each program.

The Departments, Colleges, Office of Admission, and University Registrar's Office are responsible for the implementation of admission and registration policies and processes. Before admission, departments ensure that student applicants, both local and foreign, meet the cut-off score in the College Freshmen Admission Test (CFAT) set by the different colleges. The Office of Admission is mandated to (a)

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construct, validate, and produce test materials; (b) administer tests and scores the same papers; (c) coordinate with college deans as to cut-off scores; and (d) disseminate results (SO No. 11-058, Nov. 22, 2011).

The University Registrar's Office (a) evaluates entrance certificates and school credentials; (b) determines terms and conditions for enrollment; (c) coordinates the preparation of class and examination schedules; (d) supervises the preparation of transcripts of records, diplomas and other vital documents emanating from the Registrar's Office; (e) participates in the formulation of University policies, rules and regulations; (f) spearheads the preparation of academic manuals, brochures, and announcements; and (g) performs other duties and responsibilities assigned by the President or the VPAA.

PROCESS	SUB-PROCESS	REFERENCES
Admission and Registration	Conduct of CFAT	<ul style="list-style-type: none"> • CFAT Result • SO No. 11-058, Nov. 22, 2011
	Admission	<ul style="list-style-type: none"> • Student Handbook (For approval) • Process Flow Chart • University Operations Manual
	Registration	<ul style="list-style-type: none"> • Form 5 • Student Handbook (For approval) • Process Flow Chart • Class Roster
Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)	Accomplishment and submission of application form and supporting documents.	<ul style="list-style-type: none"> • CHED Memo No.54 s. 2016 • Operations Manual • ETEEAP Operations Manual (for approval)
Admission/Enrolment	Preliminary assessment and interview by the Chief of ETEEAP	<ul style="list-style-type: none"> • Endorsed application form and documents
	Review and evaluation of application form and documents by the department concerned and the identified panel of assessors	<ul style="list-style-type: none"> • Approved application

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PROCESS	SUB-PROCESS	REFERENCES
	Admission and registration	<ul style="list-style-type: none"> • Form 5 • ETEEAP Operations Manual • Process Flow Chart • Class Roster

5.1.2. Curriculum Development and Revision

The preparation, deliberation, monitoring, evaluation and approval of new or revised curricula are indispensable activities to effective and efficient implementation of the various curricular programs of the University.


Curriculum development and revision are done by the departments, endorsed by the College Academic Council (CAC), examined by the University Curriculum and Coding Committee (UCCC) and endorsed by the University Academic Council (UAC), contents noted by the Commission on Higher Education – Office of the Programs Standards (CHED-OPS) in the region, and approved by the Board of Regents (BOR).

The curricular programs should be relevant, sustainable and responsive to the needs of the community as it considers inputs from internal and external stakeholders. The University ensures that programs are in accordance to the pertinent provisions of Republic Act No. 7722, or the Higher Education Act of 1994, Policies, Standards and Guidelines (PSGs) as evidenced by the Certificate of Program Compliance (COPC) awarded by CHED.

Monitoring and evaluation are indispensable activities to effective and efficient implementation of the various curricular programs to attain intended outcomes. The University considers feedback from parents, industry partners, alumni, and local government officials in the monitoring and evaluation of programs. The institution ensures that programs are objectively evaluated through the creation of the Quality Assurance Office and subject the academic programs to external evaluation by CHED-Regional Quality Assurance Team (RQAT), Evaluation of Graduate Education Program (EGEP), Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP), Institutional Sustainability Assessment (ISA), Institutional Accreditation (IA), and COE, COD, NAFES, NUCAF Evaluation.

PROCESS	SUB-PROCESS	REFERENCES
Curriculum Development	Development of curriculum	<ul style="list-style-type: none"> • CHED PSGs • Minutes of Meetings –

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PROCESS	SUB-PROCESS	REFERENCES
		CAC, UAC,
	Review of curriculum	<ul style="list-style-type: none"> • Process Flow Chart (Document No.) • Operations Manual • Minutes of Stakeholders' Forum/ Consultation Meeting • OJT Evaluation
	Approval of curriculum	<ul style="list-style-type: none"> • BOR Resolutions • CHED-COPC
	Monitoring and evaluation	<ul style="list-style-type: none"> • AACCUP Summary of Recommendations • AACCUP Certificate • CHED-RQAT Report • EGEP Report • CHED COD/COE Evaluation • NAFES/NUCAF Evaluation • ISA Certification • IA Certification

5.1.3. Instructional Materials Development

MMSU as an institution of higher learning sees to it that faculty members possess broad content knowledge and pedagogical skills to make the learning process more interesting for the students. Faculty members must artistically present information so that the students can understand the lessons very clearly. Faculty members who know how to make the environment full of high expectations and positive relationships promote learning. As classroom managers, faculty members create an environment where students become active participants as members of a collaborative group, nurtured with the desire to learn and develop mutual respect as well as cultivate cross cultural understandings and the value of diversity.

A very important tool that ensures effective and efficient delivery of learning and reinforces instruction is the use of instructional materials. As such, the University created the Instructional Materials and Distance Learning Office (IMDL) to manage the development, production, and utilization of instructional materials for courses offered in the University. The IMDL (a) assists writers in the development, production and utilizations of instructional materials either print or non-print, (b) strengthens the skills of writers in writing instructional materials through capacity

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building activities, and (c) establishes linkages with other Higher Education Institutions and other agencies for collaborations in the development and production of instructional materials.

Each college has its own Instructional Materials Development Committee that closely coordinates with the IMDL Chief. IM developed should cover the course content prescribed by the syllabus, endorsed by the department, approved and endorsed by the college through the IMDC and the University through the IMDL. Prior to the developed IM being piloted in the class, this is evaluated by a peer and subject matter specialist to further enhance the material. Enhancement after piloting is integrated in the IM, before this is produced for instructional use.


IMs include modules, laboratory manuals, operation manuals, workbooks, resource books, software, prototypes and computer-aided instructional materials, compilation of lecture notes, lesson plans, slides presentations, transparencies, handouts, practice sets and problem solving portfolios, among others.

PROCESS	SUB-PROCESS	REFERENCES
Instructional Materials Development	Design (proposal preparation)	<ul style="list-style-type: none"> • Approved Proposal • Notice to Proceed • IM Manual (For ADCO approval)
	Development	<ul style="list-style-type: none"> • IM Manual (For ADCO approval)
	Validation and Try-out	<ul style="list-style-type: none"> • Evaluation Report
	Revision	<ul style="list-style-type: none"> • Compliance Report
	Distribution and utilization	<ul style="list-style-type: none"> • IM produced
	Evaluation	<ul style="list-style-type: none"> • Evaluation Report
	Publication	<ul style="list-style-type: none"> • Developed IM • Copyright

5.1.4. Delivery and Assessment of Instruction

The University provides quality instruction to ensure that learners are equipped with the expected competencies in their respective programs. Faculty members are assigned to teach courses according to their expertise/field of specialization and in accordance with the prescribed university policies on workloads. Their teaching competence is honed through local and foreign advanced studies and trainings.

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The faculty members, guided by the principle of Outcomes-Based Education (OBE), employ various strategies to make learning delivery effective, efficient, interesting, and exciting for students. These strategies include lecture, laboratory, hands-on exercises, case study, group dynamics, demonstration, film viewing/video presentation, games, discussion groups, problem solving, simulations, and reporting. Faculty members also conduct various alternative modes of delivery of instruction such as virtual learning environment, video-conferencing, webinars, blended/hybrid learning and modular instructions. To develop the attributes and competencies expected of students in the workplace and in the community, local or international off-campus activities such as on-the-job training, clinical internships, practice teaching, educational tours, fieldtrips, and immersions are conducted.

Faculty members evaluate their students' performance using conventional and alternative assessments. The students are graded according to the university-wide policy on grades and grading system as provided by the Student Handbook, Faculty Manual and course syllabus. If the need arises, remedial programs either by peer mentoring, tutorial or provision of supplemental materials, and referral to the Guidance Counselor are conducted.

Off-campus activities provide opportunities for further development of knowledge, skills, attitudes, values and ethics. Students are assessed through observations, reflective journals, logs, rubrics, and socio-metric devices administered by faculty in-charge and personnel assigned by the host institution.


Report of grades are prepared and submitted by faculty members online and printed copies in triplicate, seven working days after the final examination.

PROCESS	SUB-PROCESS	REFERENCES
Delivery and Assessment of Instruction	Syllabi design	<ul style="list-style-type: none"> • Approved syllabi • CHED PSGs
	Teaching processes (Modes of deliveries)	<ul style="list-style-type: none"> • Approved syllabi • CMO 63 s. 2017
	Evaluation of student performance	<ul style="list-style-type: none"> • Approved syllabi • Student Handbook • Faculty Manual • Operations Manual
	Submission of grades	<ul style="list-style-type: none"> • Report of Grades

5.1.5. Conferment of Degree

Conferment of degree denotes that the students have successfully completed the requirements of the program and awarded their degree. The degree is conferred

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to the graduate through a ceremony, the Commencement Exercises, held at the end of each academic year.

To ensure that candidates for graduation do not have deficiencies and have completely fulfilled all the requirements of their degree, an evaluation is conducted by the University Registrar's Office in coordination with the department chair or program coordinator. Candidates for graduation and those graduating with Latin Honors are endorsed by the department chair or program coordinator to the CAC, duly approved by the UAC, and confirmed by the BOR.


PROCESS	SUB-PROCESS	REFERENCES
Conferment of Degree	Application for graduation	• Application Form
	Presentation and approval by the CAC	• Minutes of the Meeting • College Resolution
	Approval by the UAC	• Minutes of the Meeting • UAC Resolution
	Confirmation by the Board of Regents	• BOR Resolution
	Awarding of degree and Latin Honor	• BOR Resolution • Diploma • Transcript of Records • Medals

5.2 Research

The University is mandated to undertake and implement research in accordance with the international, national, regional, provincial and local R&D thrusts. The Research Directorate (RD) serves the needs of the society by developing and applying new knowledge and matured technology to address identified problems, and by providing the leadership and professional assistance required for the implementation of responsive research programs.

The Research Directorate (RD), under the Office of the Vice President for Research, Extension and Business, governs and leads the conduct of discipline-based, policy-oriented, technology-directed and innovative/creative researches that are locally responsive and globally competitive through its seven specialized research centers headed by Center Chiefs. The research centers serve as arm of the RD in coordinating and implementing researches focused on specific commodities/disciplines with the different units. Research activities of faculty members, full time researchers and students in each college are coordinated and

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managed by the Associate Deans (AD) under the Office of the College Dean (CD). The AD serves as liaison to the RD.

The RD establishes and maintains linkage with Academic Programs, Extension and Business Directorates in the development and utilization of research outputs. Also, RD and ED sustain the Research and Extension for Development (RE4D) continuum for effective and efficient education, research, extension and business initiatives. (MMSU Code Chapter 7, Article 120; University Manual for Research Operations (UMRO); National Higher Education Research Agenda (NHERA) – 2, 2009-2018)


PROCESS	SUB-PROCESS	REFERENCES
Research	Agenda Setting and Prioritization <ul style="list-style-type: none"> College Research, Extension and Development Agenda (CREDA) Research Centers 	<ul style="list-style-type: none"> Sustainable Development Goals (SDG) CHED Policy – NHERA DOST – Harmonized National R&D Agenda 2017-2022 PCHRD – NHURA DA-BAR – RDEEAP NEDA – PDP University Manual of Research Operations (UMRO) Stakeholders' Consultation and Community-based Assessments Client Satisfaction Survey Result
	Proposal Preparation and Evaluation Process (GAA and GIA) <ul style="list-style-type: none"> Collegial Technical Review URERB Review 	UMRO URERB Guidelines

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PROCESS	SUB-PROCESS	REFERENCES
	Research Implementation	UMRO
	Monitoring and Evaluation Process <ul style="list-style-type: none"> University In-House Research Review Process (GAA) Submission of Progress, Annual and Terminal Reports Commodity Reviews for AANR researches Project Progress and Terminal Review (GIA) Field Visits 	UMRO Funding Agency Guidelines
	Presentation of Research Papers in External Fora Process	UMRO, BOR approved guidelines on Grants for research paper presentation
	Publication of Articles in the MMSU S&T Journal Page Process	UMRO, BOR approved guidelines on S&T Journal publication
	IP Protection and Management Process	IP Policy and Guidelines
	Granting of Research Incentives <ul style="list-style-type: none"> Research Publication Award (RPA) IP incentives Faculty-teaching load equivalent Grant of honorarium 	Approved Guidelines on: <ul style="list-style-type: none"> BOR Res. 1224, s.2012 (RPA) BOR Res. 1311, s. 2014 (TTP) Faculty Manual BOR Res. on IP UMRO DOST guidelines on honorarium, 2017 (to be updated) Magna Carta for S&T Researchers and Engineers – RA 11312, Series of 2018

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PROCESS	SUB-PROCESS	REFERENCES
Research, Extension, Business and Education Interphase (research-based extension, business, and education program initiatives)	Research Utilization <ul style="list-style-type: none"> • Popularization of Research Outputs (Technology Profile, - technical know how) • Policy Recommendation • Technology Business Incubation Initiatives (Commercialization, Copyrights, Patents) • Research-Extension Linkage • 6Ps and 2Is 	MOPEX Intellectual Property Office Philippines' (IPOPHL) Policy and Protocol UITSO IP Policy and Protocols NEDA Guidelines

5.3 Extension

The University ensures that relevant information and technologies from its academic and research functions are shared to the public for inclusive growth and sustainable development. Extension serves as the conduit of the University to the public in contribution to local, regional, and national development. It facilitates the dissemination, transfer, adoption, and utilization of relevant and need-based information and technologies to realize holistic, profound, and balanced transformation of the beneficiaries and their communities towards sustainable development.

Information and technology dissemination strategies include conduct of capability and skills trainings, field days and farm visits, consultancy and technical assistance services, seed and animal dispersal, production and distribution of Information, Education, and Communication (IEC) materials, conduct of radio program/School-on-the-Air, Information and Technology Caravan (ITC), and in- and off-campus technology demonstrations. These activities are guided by implementing guidelines with embedded monitoring and evaluation activities to ensure successful implementation.


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The Extension Directorate is responsible in the execution of these activities at the operational level, in close collaboration with the academic and research units as pool of expert services. The Colleges conduct relevant extension and outreach activities to identified communities, in coordination with the Directorate, to significantly contribute to the achievement of High Impact and Transformative Extension and Outreach Program Agenda.

PROCESS	SUB-PROCESS	REFERENCES
Extension	Planning	Result of Community surveys conducted List of matured, relevant, and responsive technologies Manual of Operations in Extension (MOPEX) Requests/Proposals Proceedings/Reports/Documentation Process Flowcharts
	Implementation	
	• Training and Continuing Education	MOPEX Requests/Proposals Reports/Training Modules/ Materials/Pool of Experts Directory Process Flowcharts
	• Applied Communication	MOPEX Requests/Proposals/Proceedings/Terminal Report/Project Documentations/IEC materials produced and distributed Process Flowcharts
	• Technology Demonstration, Piloting, and Commercialization	MOPEX Requests/Project Proposals/Reports/Project Documentation Process Flowcharts
	Monitoring and Evaluation	Manual of Operations in Extension (MOPEX) Requests/Proposals Proceedings/Reports/Documentation Process Flowcharts
	Support Services	

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PROCESS	SUB-PROCESS	REFERENCES
	Training Facility Services and Maintenance	MOPEX/Requests/Reports Process Flowcharts
	Administrative Services	MOPEX/Document files Process Flowcharts

6.0 SUPPORT PROCESSES

The University support processes are vital for the management of resources, efficient flow of transactions, and client-focused delivery of services. The 12 support processes include those that pertain to communication, health and wellness, working environment, human and material resources management, finance, legal and administrative concerns, and purchasing.

6.1 Financial Management Services


The Financial Management Services Division, headed by a Director, is responsible preparing the annual budget and implementing it, ensuring that funds are utilized economically, efficiently and effectively in accordance with established guidelines and procedures for the University's programs and projects. It is also responsible in providing financial information for top management's decisions as well as timely reports required by government regulatory bodies (DBM, NEDA, COA, Congress, etc.). The functions of budget management, accounting, and cash management are vested in three sections of the division as described below, and the processes are summarized in the table that follows.

6.1.1 Budget Management

The translation of the annual budget in budget preparation forms in accordance with budgetary rules and regulations is vested in the Budget Management Section. Coordination between offices involved in the preparation of the budget and liaison with the DBM Regional Office is also a task of the Section

This Section controls obligations in the budget execution process as it prepares the Budget Utilization Request and Status (BURS) for Fund 164 and Obligation Request and Status (ORS) for Fund 101. It also prepares budget execution documents and reports jointly with the Accounting Section and submits the same to government regulatory bodies as periodically required. It also participates in the

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management of cash, that while the management and control of cash is vested with the Cash Management Section, it is tasked to project cash requirements and request cash allocations from the DBM.

6.1.2 Accounting

The budget execution process and budget accountability are vested with the Accounting Section jointly with the Budget Management Section which has its participation in controlling allotments and in coordinating with DBM in the release of allotments and cash allocations.

Generally, the control of spending is bestowed in this Section. While the GAA provides the limits of spending, this is controlled toward the attainment of budget objectives and in accordance with government rules and regulations that includes procurement laws. Aside from the GAA, utilization of other funds is administered by this section (i.e., Fund 164, Fund 161, and Fund 184).


This section is tasked with the responsibility in the preparation of accountability reports for all funds that serve to account the values that were utilized, against the output and outcomes, so economy, efficiency and effectiveness are measured.

6.1.3 Cash Management

The receipt and utilization of cash is managed by the Cash Management Section. It is the custodian of cash and coordinates closely with the Authorized Government Depository Banks (i.e., Land Bank of the Philippines and other depository banks). It works with the Budget Section to ensure that cash is adequate or when the necessity of requesting for cash allocation demands, or when disbursements must be facilitated to meet the timely demands of creditors. Likewise, for other funds, it coordinates with the Accounting Section for cash balances as a way of control.

PROCESS	SUB-PROCESS	REFERENCES
Financial Management/ Administration of Finances	Budgeting -Budget preparation -Obligation control	Budget Call, CHED Memo No. 20 General Appropriations Act (GAA), National Budget Circular (NBC) on Fund Release

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	-Process coordination -Report preparation (jointly with Accounting) -Cash control (jointly with Cash Management)	Guidelines Budget Call GAA NBC on Fund Release Guidelines
	Accounting -Fund and transaction control thru compliance with accounting and auditing rules and regulations -Expense voucher preparation -Accountability report preparation (jointly with Budget Management) Cash Management -Receipt and utilization of cash -Cash control (jointly with Budget Management)	Government Accounting Manual (GAM), Presidential Decree No. 1445 (Government Auditing Code of the Philippines), Other COA, DBM and CSC issuances Government Procurement Act (R.A. 9184) GAA, NBCs, COA and DBM issuances P.D. 1445 and DOF-BT issuances NBC on Fund Release Guidelines

6.2 Administrative and Legal Services

The Administrative Services Division is responsible for the efficient and effective management of supplies and records, assists in the implementation of administrative policies, and disseminates information and announcements to concerned University constituents.

The Administrative Services Division, as an office, aside from being an overseer of the activities of the Supply and Records Sections, assists in the implementation of administrative policies of the University; recommends appropriate actions and solutions to administrative problems; prepares office orders and disseminates information and instructions emanating from the President and

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ensures compliance thereof; and examines application for benefits and money claims in conformity with the laws and processes.

6.2.1 Records Management Section

University records-keeping is reposed to the Records Management Office. It is charged with the responsibility of maintaining documents and records and their safekeeping in accordance with regulations. It also does the job of disseminating memoranda through delivery of the same to concerned offices and University constituents.

6.2.2 Supply and Property Management Section

This section is tasked with the responsibility of accounting and safeguarding of supplies, materials, equipment and other resources in its care against loss and wastage to ensure economic, efficient and effective operation of property management system. It has the functions of receiving and inspection of supplies and materials, and equipment; warehousing of supplies and materials; issuing of supplies, materials and equipment; and inventory and disposal of property.

6.2.3 Land Acquisition, Consolidation and Development Office


It is tasked with the responsibility of registration of acquired lands. It is the repository of all land records involving registered or titled lands.

6.2.4 Legal Office

The Legal Counsel provides legal services to the President and other authorized members of the University community; reviews and drafts contracts, and reviews University policies and procedures.

PROCESS	SUB-PROCESS	REFERENCE
Administrative Services	Issues affidavit of loss	Administrative Manual
	Issues certification of no pending case	Administrative Manual
	Verifies service records	Administrative Manual
	Verifies and certifies documents	Administrative Manual
	Confirms GSIS loans	Administrative Manual
	Approves issuance of	Administrative Manual

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PROCESS	SUB-PROCESS	REFERENCE
	Supplies and Materials Requisition Slip	
Records and Archives Management	<ol style="list-style-type: none"> 1. Receives and records 2. Dispatches 3. Stores 4. Archiving 	<ul style="list-style-type: none"> • Records Manual • RA 9470 • NAP Gen. Circular No. 1 • FOI and Data Privacy Act
Supply and Property Management	<ol style="list-style-type: none"> 1. Receives and inspects 2. Stores 3. Issues 4. Disposes 	<ul style="list-style-type: none"> • Supply and Property Management Handbook by COA • COA Circular No. 89-296 • RA 9184
Land Acquisition, Consolidation and Development	Registration	<ul style="list-style-type: none"> • LRA Policies
	Preparation MOA/MOU	<ul style="list-style-type: none"> • LRA Policies
	Preservation of land records.	<ul style="list-style-type: none"> • LRA Policies
Legal Office	Preparation of Affidavits, Contract of Services and other documents of the University	<ul style="list-style-type: none"> • R.A.'s, CSC Rulings, CHED Memos and other government issuances
	Reviews MOA, MOU and Contract of Affiliation	
	Conducts Consultation, Investigation and Court Hearings	

6.4 Information Technology Services

The information technology services develop, implement and maintain information systems, sustain network connectivity, repair and maintain ICT equipment, and provide technical assistance to the university to improve processes and maximize the use of ICT resources.

The Information Technology Center (ITC) provides the information technology services namely software development, network and connectivity management services, ICT equipment repair and maintenance services, and technical consultation and assistance to the various units and colleges of the university.

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PROCESS	SUB-PROCESS	REFERENCES
Information Technology Services	Software development <ul style="list-style-type: none"> Information Systems Development Information Systems Deployment 	<ol style="list-style-type: none"> Information Systems Strategic Plan (ISSP) MMSU Operations Manual MMSU-ITC Manual
	Network Connectivity Management Services <ul style="list-style-type: none"> Support and Maintenance 	
	ICT equipment repair and maintenance services <ul style="list-style-type: none"> Technical inspection Repair Computer laboratory maintenance 	
	Technical consultation and assistance <ul style="list-style-type: none"> Procurement Training support 	

6.4 Resource Generation

Resource generation activities in the university are managed by the Business Directorate along with the delivery of auxiliary services. The directorate, through its operating units, is tasked to undertake income generation activities and to periodically monitor the operations of all income generating projects (IGPs). In support to the other projects, the University Marketing Center serves as the marketing arm of all the products produced by the different Income Generating projects.

The primary purpose of resource generation is to earn income for its operations that will strengthen the functions of instruction, research and extension and resource generation itself. The funds generated from business activities are

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used to augment the available funds from other sources to finance the developmental needs of the University. The Income Generating projects are likewise use for instruction, research and extension activities.


The following are the existing Income Generating Projects (IGPs)/business ventures: (1) Meat Processing, (2) Iloko vinegar production, (3) Food services, (4) Poultry, (5) University share (land rentals), (6) housing, accommodation and rentals, (7) caps and gowns rental, (8) Bindery, (9) garments production, (10) Pomology, (11) palay production, (12) sale of PE T-shirt, (13) seednet production, (14) pond production and (15) income from miscellaneous sources.

For new business venture initiatives, project proponents are required to submit business plan and proposal to the Business Directorate for initial evaluation and consequently for presentation to the Administrative Council and then to the Board of Regents (BOR) and University Finance Committee for final evaluation and endorsement to the Board of Regents for approval.

PROCESS	SUB-PROCESSES	REFERENCES
Resource generation	For Existing IGPs/business ventures : <ul style="list-style-type: none"> • planning • implementation • monitoring, control and evaluation 	IGP MANUAL NBC 3311 and 331A RA 8292
	For New Business ventures: Business plan/proposal preparation <ul style="list-style-type: none"> • Presentation to AdCo for evaluation • Presentation to the BOR for approval • Project implementation • Monitoring, control and evaluation 	

For new business venture initiatives, project proponents are required to submit business plan and proposal to the business directorate for initial evaluation

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and consequently for presentation to the Administrative Council and then to the Board of Regents (BOR) and University Finance Committee for final evaluation and endorsement to the Board of Regents for approval.

6.5 Human Resource Management

The Human Resource Management Office (HRMO) is responsible in the management and development of human resources in the university in accordance with civil service laws and rules. It ensures the implementation of its four-fold major functions which are the Recruitment, Selection and Placement (RSP), Learning and Development (L&D), Performance Management (PM), and Rewards and Recognition (R&R) to provide quality manpower in the university. The HRMO is headed by a director under the supervision of the Vice-President for Administration.


6.5.1 Recruitment, Selection and Placement (RSP)

The University's recruitment, selection and promotion process is guided by the agency's Civil Service Commission (CSC)-approved merit selection plan for teaching and non-teaching personnel, and established government qualification standards. Education, training, experience, eligibility, physical fitness and potentials are essential considerations in the evaluation, selection and promotion of qualified applicants/employees. The applicant or employee's competence and proficiency are validated through interview, teaching demonstration and written or hands-on examination, as needed and required by the position applied for. The University's Non-Teaching Selection and Promotion Board (PSPB-NT) and University Faculty and Academic Staff Selection and Promotion Board (UFASSPB) evaluates, deliberates and recommends to the University President qualified applicants for hiring, and qualified employees for promotion.

6.5.2 Learning and Development (L&D)

The University Manpower Development Program (UMDP), headed by a chief, coordinates and facilitates the learning and development programs of the University. The learning and development activities of employees are encapsulated in the University Faculty and Staff Development Plan. Attendance to in-house, local and international short-term trainings, seminars, workshops, symposia and conferences sponsored by different government agencies, research institutions and accredited learning service providers are among the learning and development activities of employees. The Individual Manpower Development Fund (IMDF), approved by

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theMMSU Board of Regents, is allocated to finance the annual training and capability building activities of employees.

Advanced studies of faculty and staff is another cornerstone development program of the University. Employees are encouraged to enroll in graduate studies, either master's, doctorate or post-doctoral programs, to enhance and improve their knowledge, skills and competencies that will redound to the welfare of the University. Employees can apply for full or partial scholarship through UMDP or full fellowship through the different local or foreign scholarship granting agencies such as the Commission on Higher Education (CHED), Department of Science and Technology, Southeast Asian Regional Center for Graduate Study and Research in Agriculture (SEARCA), and Philippine-American Educational Foundation (PAEF), among others. Employees who pursue graduate studies at the MMSU Graduate School can also avail of the freeship program of the University.


All application for scholarship passes through the University Scholarship Committee (USC), chaired by the UMDP Chief. The committee evaluates and deliberates scholarship applications in accordance with the BOR-approved University Personnel Scholarship Guidelines and Policies. The USC then submits its recommendation to the University President for approval. Finally, applications endorsed by the University President are presented to the Board of Regents for final approval. Entitlements of approved UMDP scholars include monthly stipend and salary, book allowance, transportation allowance and thesis/dissertation support.

6.5.3 Performance Management (PM)

In 2013, MMSU established its own Strategic Performance Management System (SPMS) as its performance evaluation mechanism. It is focused on assessing organizational and individual performance vis-a-vis organizational vision, mission and objectives. The SPMS evaluation tools are the Office Performance Commitment and Review (OPCR) for office performance and Individual Performance Commitment and Review (IPCR) for individual performance of employees.

The OPCR targets and success indicators are set by the unit heads while the IPCR targets and success indicators are determined, set and agreed upon by the unit heads and their respective personnel prior to the start of every rating period. Rating periods are January to June and July to December. Performance assessments are conducted every end of each rating period. Performance measures include (a) effectiveness/quality or the extent of actual performance compared to the targeted

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performance, (b) efficiency or whether targets are accomplished with minimum amount of quantity waste, expense and unnecessary efforts, and (c) timeliness or targets were done on time. A five-point rating scale of 1 to 5 is used in the performance evaluation, 5 being the highest and 1 being the lowest. The proper implementation and monitoring of the MMSU SPMS is ensured by the Performance Management Team. In addition, faculty members are subjected to performance evaluation every semester by their students, peers and respective chairs and deans. The evaluation results serve as reference for performance feedback of faculty members and basis for the renewal of service of contractual faculty.


6.5.4 Rewards and Recognition (R&R)

MMSU Program on Awards and Incentives for Service Excellence (MMSU-PRAISE) is the rewards and recognition mechanism of the University. It recognizes and rewards employees individually or in groups for their suggestions, innovative ideas, superior accomplishments, heroic deeds, exemplary behavior, extraordinary act or service which contributed in the efficiency, economy, improvement in government operations and organizational productivity.

The MMSU-PRAISE Committee receives and evaluates nominees to be conferred with awards such as the Outstanding Teacher, Researcher, Extension Worker, Auxiliary Service Worker, and Support Staff in General Administration, Research and Extension. Loyalty incentive and step increments are granted to employees for their continuous and dedicated service to the University. Awarding ceremonies are conducted as a part of the annual celebration of the University's Foundation Anniversary. Moreover, nominations are submitted to the Honor Awards Program of the Civil Service Commission which recognizes government officials and employees for their outstanding work performance.

PROCESS	SUB-PROCESS	REFERENCES
Recruitment, Selection and Placement	1. Hiring 2. Promotion	<ul style="list-style-type: none"> • PRIME - HRM • 2018 Omnibus Rules on Appointment and Other Human Resources Action • Merit Selection Plan (Teaching & Non-Teaching) • National Budget Circular # 461 • Administrative Manual

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PROCESS	SUB-PROCESS	REFERENCES
		<ul style="list-style-type: none"> Faculty Manual
Learning and Development	<ol style="list-style-type: none"> Screening and Evaluation of Scholarship/Fellowship/ Training Applicants Monitoring of Scholars Extension and Deferment of Scholarship Grants In-house Training/Seminar 	<ul style="list-style-type: none"> MMSU Personnel Scholarship Guidelines and Policies (BOR Resolution No. 776 s. 2006) Board Resolution No. 1330 s. 2014 Board Resolution No. 12-117 series of 2016
Performance Management	<ol style="list-style-type: none"> Performance Planning & Commitment Performance Monitoring & Coaching Performance Review and Evaluation Performance Rewarding and Development Planning 	<ul style="list-style-type: none"> Strategic Performance Management System Manual
Rewards and Recognition	<ol style="list-style-type: none"> Granting of Awards and Incentives Leave Administration Retirement 	<ul style="list-style-type: none"> Omnibus Rules on Leave PBB – AO 25 s. 2011 CSC MC 6 EO 80 PBB CSC Memorandum Circular 1 s. 2001 - PRAISE

6.6 Physical Plant Development and General Services

6.6.1 Physical Plant Development

The Physical Plant and General Services Division (PPGSD) consists of licensed professionals capable of delivering professional services. This support service is responsible in maintaining a responsive environment to enhance student learning, faculty teaching and research undertaking as well as other important transactions with other stakeholders and the community through proper planning and design of the built environment. The PPGSD is headed by a Director directly under the Vice President for Administration.

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This office is responsible in the planning, design and implementation of all projects of the building environment of the main campus and the other campuses. It includes the grounds, various facilities within the grounds and inside the buildings.

PROCESS	SUB-PROCESS	REFERENCES
Physical Plant and Development	Infrastructure, Interior and Landscape Planning and Design Planning and Design	<ul style="list-style-type: none"> Organizational Chart National Building Code of the Philippines(PD 1096), including BP 344(Accessibility Law) Fire Code of the Philippines(PD 1185) Code on Sanitation of the Philippines(PD 856) National Structural Code of the Philippines(NSCP 2010) Philippine Electrical Code Other Environment and Engineering Codes
	Program of Works and Bid Documents preparation	Procurement Law(RA 9184, DPWH Design Standards
	Project Implementation, Project Management and Monitoring	Procurement Law(RA 9184), Code of Ethical Conduct for Professionals

6.6.2 General Services

The General Services Section of the PPGSD is composed of skilled and experienced manpower headed several Chiefs who are tasked to oversee the management and maintenance of facilities, amenities and other support services, to deliver these services in an efficient, safe and effective manner to its clientele and to ensure conducive working, learning and research environment.

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PROCESS	SUB-PROCESS	REFERENCES
General Services	Building and Janitorial - Maintenance and upkeep	Organizational Chart Duties and Responsibilities Manual Qualifications Standards
	Ground Maintenance and Landscaping - Maintenance and upkeep	
	Motor Pool - Troubleshooting and servicing	
	Plumbing/Electrical/Carpenetry/ Visual Arts/Mechanical/ Electronics - maintenance and repair	

6.7 Student Services


The University ensures the delivery of services and programs that are concerned with academic support experiences to attain holistic student development.

6.7.1 Student Services and Development

The student services and development is designed for the total growth of the students organized into four components: Student Welfare, Student Development, Institutional Student Programs and Services and the University Psychological Testing.

Through the supervision of the Office of Student Services and Development (OSSD) Director, the Unit Chiefs, in coordination with the student services personnel (Guidance Counselors, Student Services Coordinators), provide services that reinforce the well-rounded development of students at all levels; administer activities and projects related to personality, leadership and values development; conduct needs assessment and evaluation to identify students' needs and problems; and develop and publish relevant materials for the dissemination of organizational


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goals and objectives and aid in the attainment of personal adjustment, mental health, career development and growth.

PROCESS	SUB-PROCESSES	REFERENCE
Student Welfare	Information Service and Orientation	CMO 9, 2013, Student Handbook, Guidance Manual
	Guidance and Counselling	CMO 9, 2013, Student Handbook, Guidance Manual
	Career and Job Placement	CMO 9, 2013, Guidance Manual
	Student Handbook Development	CMO 9, 2013, University Code
Student Development	Recognition of Student Organizations	CMO 9, 2013, Student Handbook
	Grievance	CMO 9, 2013, Student Handbook
	Publication of student paper	CMO 9, 2013, RA 7079 Campus Journalism Act of 1991
	Scholarships	RA 10931, JMC No. 6, s. 2017, JMC 2017-3, Student Handbook, GAA Issuances
Institutional Student Programs and Services	Death aid, medical reimbursements/insurance claims	Student Handbook, GAA Issuances
	Sports, Culture and the Arts	CMO 9, 2013, Republic Act 10676, Student Handbook, BOR Res No. 1161 s. 2011, Memo

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PROCESS	SUB-PROCESSES	REFERENCE
		19-125
	Library	Library Manual
	Food *	DOH Requirement for securing Sanitary Permit to Operate
	Health and Wellness *	BOR approved resolution (Salun-at Ko, Love ko)
	Safety and Security *	MMSU Operations Manual, DRRM Plan, Approved policies on University Traffic Rules and Regulations, Vehicle and Gatepass Issuances Summary
	Student Housing and Residential *	IGP Manual
	Social and Community Involvement *	Extension Manual
University Psychological Testing	Administration of Psychological Testing	CMO 9, 2013, Guidance Manual

By virtue of the unique organizational structure of the University, some of the institutional student programs and services as stipulated in CMO 9, series of 2013 (services with *) are delivered by the concerned operating units.

6.7.2 Sports, Culture and the Arts Services

The Center for Human Movement Studies (CHuMS) is responsible in the design, implementation, monitoring and evaluation of sports and cultural activities for students, faculty and staff. It sees to it that the students are provided with the opportunities to appreciate, promote and conserve our local and national culture. The CHuMS trains athletes and artists and sustains their participation to local,

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regional, national and international competitions. As the university provides them with quality education, the students are able to hone their skills and talents to realize their full potentials. The Center is concerned with the development of physical, social and cultural values of the athletes and artists to contribute to the university's culture of excellence.

The Director, Assistant Director, the Chief of Cultural Development and the Chief of Sport Activities oversee the implementation of a well-balanced training program for athletes and artists. Doing the ground work are the dance masters and music masters, the college focal persons and the coaches and trainers of various sports and cultural events.


PROCESS	SUB PROCESS	REFERENCE
Cultural/Sports Development	Selection, monitoring and evaluation of Athletes/Artists	CMO 9 s. 2013, Republic Act 10676, Student Handbook
	Organization of Cultural Troupes	
	Training of Athletes/Artists	
	Provision of rewards and incentives	BOR Res No. 1161 s. 2011, Memo 19-125

6.7.3 Library Services

The University Library System (ULS) ensures the provision of quality library and information services to support the various programs of the university.

Supervised by the director, the ULS provides relevant and updated information resources; allows maximum access to information through advanced information and communication technology; provides appropriate place and facilities for work and study; and provides effective and efficient services to the university community and its environs. To optimize the utilization of information resources and services by library users, it implements the following major services: Technical Services, Readers' Services and Special Services. Technical Services include selection and acquisition of information resources and making these readily available and accessible to users through cataloging and classification, indexing and bibliography making. To ensure that appropriate materials are acquired, faculty members, researchers/specialists, administrators, the Library Committee and other constituents of the university are involved in the selection process.

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Readers' Services offered are: Reference and Information Services, Charging/Borrowing and Discharging/Returning of Information Resources, Organizing of Information/Vertical Files, Organizing of Informational Exhibits/Paper Shows and Library User Education. To complement Readers' Services, the following Special Services are provided: Internet/Online Services as well as Audio-visual and Electronic Media Services.

Acquisition and cataloging and classification are performed at the main library and all the other library services are done at the main and branch libraries. Use of information resources are also offered at the College Reading Centers.

To determine the efficiency and effectiveness of library services, a user satisfaction survey is conducted every semester and suggestion boxes are provided.

PROCESS	SUB-PROCESS	REFERENCES
Library Services	Provision of Technical Services <ul style="list-style-type: none"> • Selection and acquisition • Cataloging and classification • Indexing • Bibliography making 	<ul style="list-style-type: none"> • University Code • MMSU Library System Operations Manual • Library Users' Handbook • Guide to the Use of the Use of the University Library System • Library Marketing and Current Awareness Plan • CHED Memorandum Orders for the various curricular programs • CHED Memorandum Order No.48, Series of 1996 • Process Flow Charts
	Provision of Readers' Services <ul style="list-style-type: none"> • Provision of reference and information services • Charging/borrowing information resources • Discharging/returning information resources • Organizing of information/vertical files • Organizing of informational exhibits/paper shows 	

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PROCESS	SUB-PROCESS	REFERENCES
	<ul style="list-style-type: none"> Library user education Provision of Special Services <ul style="list-style-type: none"> Internet/online Audiovisual and electronic media 	

6.8 Security and Monitoring Services and Disaster Risk Reduction and Management (DRRM)


6.8.1 Security and Monitoring Services

Security and safety are vital for smooth operation in the delivery of MMSU's services to the community. Maintenance of Security and Safety is reposed on the Security and Monitoring Services Directorate headed by a director. The directorate is responsible in the monitoring of any natural or man-made threat to the security and safety of the university populace, its properties, and its territory, and in the prevention of the same, including but not limited to disaster risk reduction and management in coordination with the Disaster Risk Reduction and Management Officer, peace keeping, vehicular traffic and crowd control. The directorate also serves as the contact person/party in times of emergencies. Aside from these, the directorate also serves as liaison to other law enforcement bodies.

PROCESS	SUB-PROCESS	REFERENCES
Security and Monitoring Services	Security and Safety Services	<ul style="list-style-type: none"> RA 5487 (Private Security Agency Law) Monthly Duty Detail Order Summary of Gate Pass Issuances University Traffic Rules & Regulations
	Disaster Risk Reduction and Management	<ul style="list-style-type: none"> DRRM Plan

6.8.2 Disaster Risk Reduction and Management

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The Disaster Risk Reduction and Management Office facilitates the process of analysis and management of potential and existing risks related to climate and social changes which the university faces on an on-going basis. It ensures appropriate, efficient and sustainable risk governance and education in various units and projects of the university through collaborative risk identification and assessment, program planning and implementation, and monitoring and evaluation of risk responses and strategies.


PROCESS	SUB-PROCESS	REFERENCES
Disaster Risk Reduction and Management	Continuing Capacity Building of DRRM Office	<ul style="list-style-type: none"> • DRRM Manual • DRRM Plan • RA 10121 (Philippine Risk Reduction and Management Act of 2010)
	Risk Identification, Design and implementation of Disaster Risk Reduction and Management Plan Linkaging/networking with outside organizations/institutions	

6.9 Health and Wellness Services

The Health and Wellness Directorate is mandated to provide adequate, high-quality, and efficient medical and other health services in order to achieve and maintain optimum health of the entire University populace. The Director for Health and Wellness, under the Vice-President for Administration, oversees the operations of the University Infirmary and its satellite clinics, together with the implementation of MMSU's health and wellness program. The said processes are as follows: health promotion, medical and dental examination, and provision of medical care.

PROCESS	SUB-PROCESS	REFERENCES
Health promotion	<ul style="list-style-type: none"> • Watwat (Zumba) • BantayPresyon • Blood Letting • Annual Mammography • Vaccination 	<ul style="list-style-type: none"> • BOR Resolution (Salun-at Ko Love Ko) • PRC & Infirmary Communications • MOA
Medical and	<ul style="list-style-type: none"> • Screening of new 	<ul style="list-style-type: none"> • Student

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PROCESS	SUB-PROCESS	REFERENCES
dental examination	¤t students & employees (enrollment & employment) <ul style="list-style-type: none"> • Screening of continuing students (for OJT & Internship) • Screening of athletes, artists, and talents (for local, regional, national, and international competitions) • Annual medical & dental examination of employees 	Services Manual <ul style="list-style-type: none"> • CSC pre-employment form • CMO No. 63 series of 2017
Provision of Medical & Dental Care	<ul style="list-style-type: none"> • Daily medical / dental consultation & procedures • Immediate medical care (athletic & cultural competitions and other events) 	<ul style="list-style-type: none"> • Student Services Manual • Memorandum /Special Order • Request Letter

6.10 Linkages

In the context of globalization, the university is geared towards the internationalization of its programs by establishing, coordinating, and managing linkages and partnerships locally and internationally. These partnerships (linkages and networks) with government, non-government institutions, colleges and universities, aim to advance academic excellence, research, and extension engagements of the university. The Office of the External Linkages and Partnerships works with the Offices of the International Programs and the Alumni Relations, in coordination with the existing units of the university by establishing, managing, and sustaining collaborations on areas of mutual interest using the principle of reciprocity. These are formalized through the signing of Memorandum of Understanding (MOU), Memorandum of Agreement (MOA), and/or Letter of Agreement (LoA) on several undertakings such as faculty/student – mobility for research, lectures and discussions, joint conferences, research engagements and programs, exchange of academic materials/publications, and capability-building activities.


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Through the help of the International Coordinating Committee (ICC), an arm of the Office of the International Programs, the internationalization needs of the operating units are identified and prioritized. Furthermore, the ICC together with the ELP Director touch base with potential partners in facilitating and coordinating partnerships through face-to-face and/or online platforms such as education fairs, study tours, conferences, zoom, skype, google hangout, WhatsApp, etc.

PROCESS	SUB-PROCESS	REFERENCES
Establishing and Managing Linkages and Partnerships	Preparation on the signing of contracts (MOA, MOU, LoA, etc.)	Republic Act No. 7722 (Higher Education Act of 1994)
	Monitoring Partnerships	CMO No. 55, s. of 2016 (Policy Framework and Strategies on the Internationalization of Philippine Higher Education)
	Evaluating Partnerships	CMO No. 1, s. 2000 (Policies and Guidelines in the Implementation of International Linkages and Twinning Programs Approved University Organizational Structure)
		Internationalization Plan driven by the Sustainable Development Goals in harmony with the Philippine Development Plan (2017 – 2022)
		CHED 2015 Roadmap for Higher Education
		Special Order No. 17 - 073
Evaluating the Necessity of Foreign Travel for State, Universities and Colleges	Filing of the Evaluation for the Necessity of Foreign Travel for State, Universities and Colleges	Memorandum Circular No. 35, s. 2017 from the Office of the President of the Philippines (Clarifying and Reinforcing existing Rules

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PROCESS	SUB-PROCESS	REFERENCES
		and Regulations on Foreign Travel Authorities, Travel Entitlements, and Travel Tax Exemptions, which require the approval of the office of the President). Memorandum Order from the Office of the President: No. 19 – 122
Maintaining Alumni Relations	Application of Alumni Membership and ID Card Signing of Clearances Issuance of Alumni Membership and ID Card Conducting a Tracer Study	CHED Memo. 17, s. 2007 (CHED – HEDP Labor Market Information System (Contract for Technical and Professional Services) CHED RO1 MOA between MMSU and MMSU – FAAI University Policy


6.11 Strategic Communication

The Office for Strategic Communication (STRATCOM), formerly known as the Communication and Media Relations Office (CMRO), promotes the university's accomplishments, legacy, and people in the media, online, in university publications, and other strategic channels.

Headed by a Director, the Office works closely with the colleges, units, departments, and individuals across campus to effectively communicate the impact MMSU has, through the university's main web pages, social media channels, central publications, and partnerships with media outlets and channels. It also provides guidance and unifying visual elements for all campus communicators.

PROCESS	SUB-PROCESS	REFERENCES
Building and Promoting the Image of the University	Publication of The Chronicle/Books/ Brochures/ Manuals/Flyers	Sec. 13 of RA 7722 Effective Use of Marketing Communication Strategies

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PROCESS	SUB-PROCESS	REFERENCES
	/Milestone	CMO No. 33 s. 2016 Creation of HEI's Strategic Communication Office
	Production of MMSU Memorabilia	Republic Act No. 10844 (An Act Creating the Department of Information and Communications Technology)
	Designing of Tarpaulins and other Creative Works	Special Order 19-02
	Live Broadcast of Events	Organizational Structure

6.12 Procurement Services


The Procurement Division has the responsibility of managing the procurement process of the university to support its development, mission and vision by aligning the needs of internal and external stakeholders, through prompt, cost effective and efficient delivery of goods and services, consulting services and infrastructure projects adhering to the policies and procedures as required by law.

All procurement in the University are governed by Republic Act No. 9184, otherwise known as the Government Procurement Reform Act. This Act covers the procurement of infrastructure projects, goods, services and consulting services, regardless of source of funds (Fund 101, 161, 164, 184). Cognizant of its responsibility and accountability in the expenditure of public funds, thereby, applying the principle of transparency, accountability, equity, fairness and economy in its procurement process.

All procurement shall be within the approved budget of the University, and shall be meticulously and judiciously planned. No procurement shall be undertaken unless it is in accordance with an approved Annual Procurement Plan (APP). The general mode of procurement is done through Competitive Bidding.

As a general rule, the University shall adopt competitive bidding as the general mode of procurement and shall see to it that the procurement program

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allows sufficient lead time for such competitive bidding. Alternative methods shall be resorted to only in highly exceptional cases.

Subject to the prior approval of the University President, and whenever justified by the conditions provided in RA 9184, the University may, in order to promote economy and efficiency, resort to any of the alternative methods of procurement. In all instances, the University shall ensure that the most advantageous price for the Government is obtained.


The division is created by the Head of the Procuring Entity (HOPE) who is responsible in the establishment of the Bid and Awards Committee (BAC) to oversee and manage the procurement process of the University. The BAC Secretariat is also formed to provide administrative support to the BAC and the Technical Working Group (TWG) and help assist in managing the procurement process. The TWG is a pool of legal, technical and financial experts created by the BAC to help them assist in eligibility screening, bid evaluation, post-qualification, review bidding documents and other vital roles required by BAC. The recipient of the procurement undertaken is the Project Management Office (PMO) or the end-users who are ad-hoc members of BAC.

PROCESS	SUB-PROCESSES	REFERENCE
Procurement	Planning	R.A. 9184 and Its IRR
	Posting	
	Bidding and other modes of Procurement	
	Awarding	
	Contract Management	

7.0 CONTROL OF EXTERNALLY PROVIDED SERVICES

The Technical Working Group (TWG) and Inspection Team ensure that purchased products and services conform to standards and specifications. The Procurement Division maintains data base listing of these providers as to their eligibility (financial and legal requirements) and the Supply and Property Management Office and PPGSD as to their performances.

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For procurement via public bidding, suppliers and contractors go through assessment by the TWG. Site visit to their completed projects and experiences are conducted to validate the technical documents submitted.

OUTSOURCED SERVICE	CONTROLS
Suppliers	Purchase Orders
Contractors	Program of Work/Plans and Designs
Consultants	Contract Agreement/Terms of Reference
Pakyaw Contractors	Pakyaw Agreement
Food Concessionaires	Lease Contract Agreement

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VISION

A premier Philippine
university by 2028

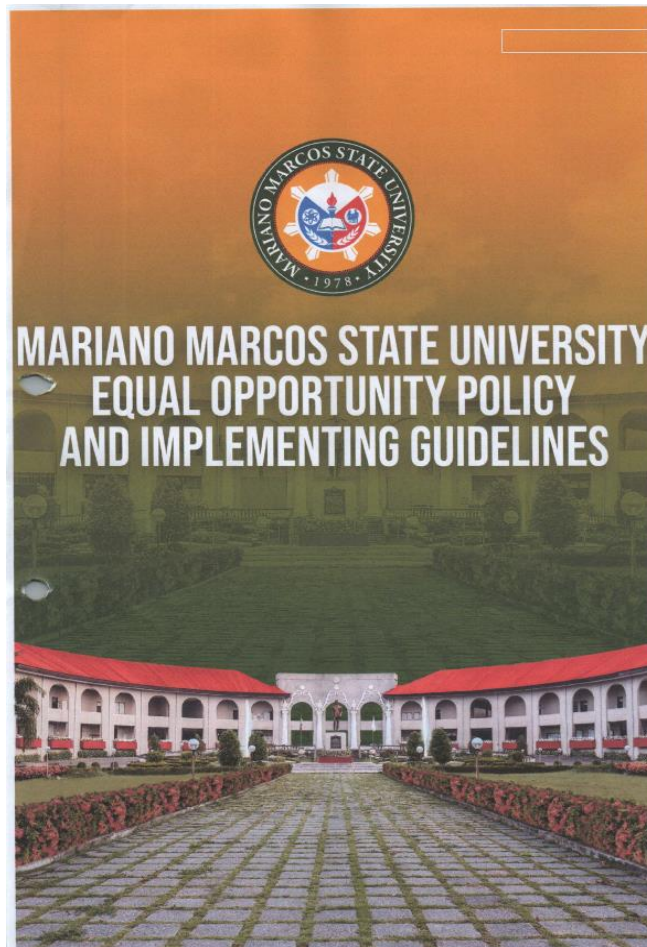
MISSION

To develop virtuous human capital
and sustainable innovations
in a knowledge-driven global economy

CORE VALUES

Knowledge
Inclusiveness
Professionalism
Spirituality and
Social Responsibility

Furthermore, MMSU upholds a strong commitment to equal opportunity. The university's Equal Opportunity Policy (EOP) ensures that all employees, applicants, students, suppliers, contractors, stakeholders, partners, and visitors have equal access to all functions and services, including instruction, research, extension, training, and resource generation. This policy aligns with anti-discrimination laws and promotes equity, fairness, and social justice across all aspects of the university's operations.





MARIANO MARCOS STATE UNIVERSITY

EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

FOREWORD

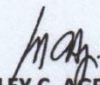
Pursuant to CSC Memorandum Circular No. 24, s. 2016, "Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Enhanced Maturity Level Indicators," the Mariano Marcos State University commits to uphold equal opportunity in employment, education and service delivery in recognition of the universal principles of equity, fairness and social justice and in accordance with anti-discrimination laws across all functions and services.



This Equal Opportunity Policy (EOP) aims to cater not only to employees but to everyone including job candidates or applicants, students, suppliers, contractors, stakeholders, partners and visitors of the University across all functions and services. We value every employee, job candidate or applicant, student, supplier, contractor, stakeholder, partner and visitor and commit to treat them equally without prejudice or bias.

We shall ensure that everyone is aware of the provisions of this EOP. We shall regularly review and update the policy to align these processes to evolving needs, values and practices.

Through this EOP, MMSU shall indeed be a "University for All," a positive environment that is conducive for working, teaching, learning and conducting business through fair practices that promote inclusivity and respect diversity.


SHIRLEY C. AGRUPIS, Ph. D.
University President



MARIANO MARCOS STATE UNIVERSITY

EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

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MARIANO MARCOS STATE UNIVERSITY

EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

I. RATIONALE

The Mariano Marcos State University (MMSU) envisions to become a leading institution for inclusive management and shared leadership in gender, cultural sensitivity and operating systems for higher education institutions and development. The University adheres to the promotion of social justice and human rights' clause under Section 1, Article XIII of the 1987 Constitution which states the enactment of measures that protect and enhance the right of all people to human dignity, reduce social, economic, and political inequalities, and remove cultural inequities by equitably diffusing resources and political authority for the common good and to create economic opportunities based on freedom of initiative and self-reliance.

The University upholds the various laws that were enacted to promote equal opportunity and equality. Topmost is the Republic Act 7277, the Magna Carta for Disabled Persons, which stipulates the removal of all social, cultural, economic, environmental and attitudinal barriers that are prejudicial against disabled persons. Moreover, Republic Act 10524 (An Act Expanding the Positions Reserved For Persons With Disability, Amending for the Purpose Republic Act No. 7277, As Amended, Otherwise Known as the Magna Carta For Persons With Disability), explicitly prohibits the denial of access of persons with disability to opportunities for suitable employment, provided they are qualified. Accordingly, they shall be subject to the same terms and conditions of employment and the same compensation, privileges, benefits, fringe benefits, incentive or allowances as a qualified able person.

The Philippines, as a state party to the United Nations (UN) Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), known as the International Bill of Rights of Women, is obliged to pursue and implement programs, projects, and activities that will contribute to the achievement of women's empowerment, gender equality and to end discrimination among women. Moreover, the Women in Development and Nation Building Act or RA No. 7192 likewise reiterates the principle of gender equality and directs all government agencies and departments to review and revise all regulations to remove gender bias.

Further, Republic Act 8371 (An Act to Recognize, Protect and Promote the Rights of Indigenous Peoples, Creating a National Commission, Appropriating Funds thereof and for Other Purposes") or the Indigenous People's Rights Act of 1997 guarantees that members of the ICCs/IPs regardless of sex, shall equally enjoy the full measure of human rights and freedoms without distinction or discrimination.

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Pursuant to CSC Resolution 89-463, Policy Directions on Equality of Employment Opportunity in the Government Service (1989), MMSU aims to institutionalize an Equal Opportunities System. Hence, this Equal Opportunity Policy is promulgated to cater not only to employees but to everyone including job candidates or applicants, students, suppliers, contractors, stakeholders, partners and visitors of the University.

II. LEGAL BASES

- 2.1. Philippine Constitution (1987)
- 2.2. Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments, and Public Utilities to Install Facilities and Other Devices (1983)
- 2.3. Republic Act No. 6725, "An Act Strengthening the Prohibition on Discrimination Against Women with Respect to Terms and Conditions of Employment" (1989)
- 2.4. Republic Act 6713, "An Act Establishing a Code of Conduct and Ethical Standards for Public Officials and Employees, to Uphold the Time-Honored Principle of Public Office Being a Public Trust, Granting Incentives and Rewards for Exemplary Service, Enumerating Prohibited Acts and Transactions and Providing Penalties for Violations Thereof and for Other Purposes" (1989)
- 2.5. Republic Act No. 7192, "Women in Development and Nation Building Act" (1991)
- 2.6. Republic Act No. 7041, "An Act Requiring Regular Publication of Existing Vacant Positions in Government Offices, Appropriating Funds thereof and for other Purposes" (1991)
- 2.7. Republic Act 7277, "An Act Providing for the Rehabilitation, Self-Development and Self-Reliance of Disabled Persons and their Integration into the Mainstream of Society and for Other Purposes" (1992)
- 2.8. Republic Act No. 7877, "Anti-Sexual Harassment Act of 1995 "An Act Declaring Sexual Harassment Unlawful in the Employment, Education or Training Environment and for other Purposes"
- 2.9. Republic Act No. 8371, "An Act to Recognize, Protect and Promote the Rights of Indigenous Peoples, Creating a National Commission, Appropriating Funds thereof and for other purposes" (1997)
- 2.10. Republic Act No. 8972, "The Solo Parents' Welfare Act of 2000", An Act Providing for Benefits and Privileges to Solo Parents and their Children, Appropriating Funds therefor and for other purposes
- 2.11. Republic Act No. 9262, "Anti-Violence Against Women and Their Children Act of 2004"
- 2.12. RA 9442, "An Act Amending Republic Act No. 7277, Otherwise Known as the "Magna Carta For Disabled Persons, And For Other Purposes" (2007)

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- 2.13. Republic Act 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and for Other Purposes
- 2.14. Republic Act No. 10028, "An Act Expanding the Promotion of the Breastfeeding, amending for the purpose Republic Act No. 7600" (2010)
- 2.15. Republic Act No. 9994, "An Act Granting Additional Benefits and Privileges to Senior Citizens, Further Amending Republic Act No. 7432, As Amended, Otherwise Known as "An Act to Maximize the Contribution of Senior Citizens to Nation Building, Grant Benefits and Special Privileges and for Other Purposes" (2010)
- 2.16. RA 10524, "An Act Expanding the Positions Reserved For Persons With Disability, Amending For The Purpose Republic Act No. 7277, As Amended, Otherwise Known As The Magna Carta For Persons With Disability" (2012)
- 2.17. Republic Act RA 10754 "An Act Expanding the Benefits and Privileges of Persons With Disability (PWD)" (2016)
- 2.18. Republic Act No. 10911, "An Act Prohibiting Discrimination Against and Individual in Employment on Account of Age and Providing Penalties therefor" (2016)
- 2.19. Republic Act No. 10931, "An Act Promoting Universal Access to Quality Tertiary Education by Providing for Free Tuition and Other School Fees in State Universities and Colleges, Local Universities and Colleges and State-Run Technical-Vocational Institutions, Establishing the Tertiary Education Subsidy and Student Loan Program, Strengthening the Unified Student Financial Assistance System for Tertiary Education, and Appropriating Fund Therefor (2016)
- 2.20. Republic Act No. 11210 "An Act Increasing the Maternity Leave Period to One Hundred Five (105) Days for Female Workers With an Option to Extend for an Additional Thirty (30) Days Without Pay, and Granting an Additional Fifteen (15) Days for Solo Mothers, and for Other Purposes" (2019)
- 2.21. Presidential Decree 966, "Declaring violations of the international convention of the elimination of all forms of racial discrimination to be criminal offenses and providing penalties therefor" (1976)
- 2.22. Batas Pambansa Blg. 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to install Facilities and Other Devices (1982)
- 2.23. CSC Resolution 89-463, Policy Directions on Equality of Employment Opportunity in the Government Service (1989)
- 2.24. CSC Memorandum Circular No. 10, s. 1989 "Establishing the Personnel Development Committee (PDC)"
- 2.25. CSC Memorandum Circular No. 28, s. 1990 "Reiterating Certain Policies in the Conduct of Government Training and Development Program"

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- 2.26. CSC Memorandum Circular No. 43, s. 1993 "Streamlining and Deregulating Human Resource Development Function"
- 2.27. CSC Memorandum Circular No. 2, s. 2001 "Revised Policies on the Settlement of Grievances in the Public Sector"
- 2.28. CSC Memorandum Circular No. 07, s. 2007 Program on Awards and Incentives for Service Excellence"
- 2.29. CSC Memorandum Circular No. 6, s. 2012 "Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System (SPMS)"
- 2.30. CSC Memorandum Circular No. 48, s. 2013 "Directing all Concerned Government Agencies to Adopt the Gender Equality Guidelines in the Development of their Respective Media Policies and Implementing Programs in Order to Promote Gender Mainstreaming"
- 2.31. CSC Memorandum Circular No. 7, s. 2014 "Encouraging Government Agencies to hire PWDs pursuant to Republic Act No. 7277"
- 2.32. CSC Memorandum Circular No. 30, s. 2014 "Adoption of HR Maturity Level Indicators for the Human Resource Management System in the Public Sector"
- 2.33. CSC Memorandum Circular No. 24, s. 2016 "Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Enhanced Maturity Level Indicators"

III. POLICY STATEMENT

The Equal Opportunity Policy (EOP) upholds the commitment of the Mariano Marcos State University to promote equal opportunity in employment, education and service delivery in recognition of the universal principles of equity, fairness and social justice and in accordance with anti-discrimination laws across all functions and services.

We value every employee, job candidate or applicant, student, supplier, contractor, stakeholder, partner and visitor and commit to treat them equally without prejudice or bias.

MMSU commits to protect everyone who transacts with MMSU who may face discrimination or harassment in relation to their age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language, property or other characteristics or factors.

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EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

IV. OBJECTIVE

This Equal Opportunity Policy aims to develop a positive environment that is conducive for working, teaching, learning and conducting business through the practice of fair and unbiased treatment that respects diversity.

V. DEFINITION OF TERMS

For the purpose of this policy, the following terms are defined:

- 5.1. **Breastfeeding Room** – a private, clean, sanitary, and well-ventilated room with appropriate facilities strategically located at MMSU premises provided for nursing employees, students, and all clients to wash up, breastfeed, or express their milk for storage (RA 10028; Magna Carta of Women).
- 5.2. **Discrimination** – refers to any distinction, exclusion, or restriction on the grounds of status, or condition such as ethnicity, age, poverty, or religion or sex, sexual orientation, gender preference, identity and expression, hereinafter referred to as “SOGIESC” which has the effect or purpose of impairing or nullifying the recognition, enjoyment, or exercise by a person, on a basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil, or any other field. It includes any act or omission, including by law, policy, administrative measure, or practice, that directly or indirectly excludes or restricts anyone, especially women, in the recognition and promotion of their rights and their access to and enjoyment of opportunities, benefits, or privileges (Anti-Discrimination Act; Magna Carta of Women).
- 5.3. **Flexible Working Schedule** – flexible work arrangements by granting an employee to vary his/her arrival and departure time without affecting the core work hours in support to balancing family obligations and work responsibilities (Solo Parent Act; Magna Carta of Women).
- 5.4. **Gender Equality** – refers to the principle asserting the equality of men and women and their right to enjoy equal conditions realizing their full human potential to contribute to and benefit from the results of development, and with the State recognizing that all human beings are free and equal in dignity and rights (CHED Memorandum Order No. 01 Series of 2015).
- 5.5. **Harassment** – the act of systematic and/or continued unwanted, unwelcome, uninvited and annoying actions or behavior, including threats and demands which makes a person feel offended, humiliated or intimidated such as but not limited to sexual harassment, intimidation, ridicule, assault, and/or offensive jokes or pictures (Magna Carta of Women; Anti-Sexual Harassment Act; Anti-Violence Against Women).



MARIANO MARCOS STATE UNIVERSITY

EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

- 5.6. **Indigenous Cultural Communities/Indigenous Peoples** – refer to a group of people or homogenous societies identified by self-ascription and ascription by others, who have continuously lived as organized community on communally bounded and defined territory, and who have, under claims of ownership since time immemorial, occupied, possessed and utilized such territories, sharing common bonds of language, customs, traditions and other distinctive cultural traits, or who have, through resistance to political, social and cultural inroads of colonization, non-indigenous religions and cultures, became historically differentiated from the majority of Filipinos. ICCs/IPs shall likewise include peoples who are regarded as indigenous on account of their descent from the populations which inhabited the country, at the time of conquest or colonization, or at the time of inroads of non-indigenous religions and cultures, or the establishment of present state boundaries, who retain some or all of their own social, economic, cultural and political institutions, but who may have been displaced from their traditional domains or who may have resettled outside their ancestral domains (Indigenous Peoples' Rights Act of 1997);
- 5.7. **Lactating Mothers** – refers to employees, students, and clients who is lactating or breastfeeding her infant or young child.
- 5.8. **LGBTQ+** - is an acronym for lesbian, gay, bisexual, transgender and queer or questioning which is an inclusive term used to describe a person's sexual orientation or gender identity. The symbol "+" represents other sexual identities including pansexual, intersex, and asexual.
- 5.9. **Persons with Disability** – include those who have long term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society in equal basis with others (Magna Carta for Persons with Disability).
- 5.10. **SOGIESC** – refers to sexual orientation, gender identity, expression, and sex characteristics
- 5.10.1. **Sexual Orientation** – each person's capacity for profound emotional, affectional and sexual attraction to, and intimate and sexual relations with, common as heterosexual, homosexual, bisexual, pansexual, androsexual, gynosexual, and asexual.
- 5.10.2. **Gender Identity** – refers to each person's deeply felt internal and individual experience of gender, which may or may not correspond with the sex assigned at birth, termed as cisgender, transgender, gender fluid, and agender
- 5.10.3. **Gender Expression** – the way in which a person expresses gender identity, typically through their appearance, dress, and behavior termed as feminine, androgynous, and masculine.
- 5.10.4. **Sex Characteristics** – biological and physical traits that indicate biological sex such as chromosomes, genitalia, gonads, hormones, and reproductive organs categorized as male, female and intersex.



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- 5.11. **Senior Citizen** – any resident citizen of the Philippines at least sixty (60) years old (Expanded Senior Citizens Act of 2010)
- 5.12. **Solo Parent** – any person/individual who falls under any of the following categories:
- 5.12.1. A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender; Provided, That the mother keeps and raises the child;
 - 5.12.2. Parent left solo or alone with the responsibility of parenthood due to death of spouse;
 - 5.12.3. Parent left solo or alone with the responsibility of parenthood while the spouse is detained or is serving sentence for a criminal conviction for at least one (1) year;
 - 5.12.4. Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner;
 - 5.12.5. Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children;
 - 5.12.6. Parent left solo or alone with the responsibility of parenthood due to declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children;
 - 5.12.7. Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year;
 - 5.12.8. Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;
 - 5.12.9. Any other person who solely provides parental care and support to a child or children;
 - 5.12.10. Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent (Solo Parents' Welfare Act of 2000).
- 5.13. **University** – refers to the Mariano Marcos State University.

VI. SCOPE AND COVERAGE

The Mariano Marcos State University's Equal Opportunity Policy applies to all employees, job candidates or applicants, students, suppliers, contractors, stakeholders, partners and visitors of the University across all functions and services.

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EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

VII. GENERAL GUIDELINES

7.1. GENERAL PROVISIONS

These provisions apply to all employees, job candidates or applicants, students, suppliers, contractors, stakeholders, partners and visitors of the University.

7.1.1. The University shall develop and institutionalize a sex-disaggregated databank of students, employees, job candidates, contractors, stakeholders, partners and visitors that have been systematically gathered, regularly updated, and subjected to gender analysis for planning, programming, and policy formulation.

7.1.2. The University shall provide comprehensive health/mental services and facilities that are gender-responsive and culture-sensitive in support to family obligations and work and school responsibilities, hence:

7.1.2.1. Breastfeeding rooms shall be provided and strategically located at MMSU premises to be accessible for nursing employees, students, and all clients to wash up, breastfeed, or express their milk for storage. Nursing employees/students shall be granted break intervals in addition to the regular time-off for meals to breastfeed or express milk. This interval shall include time spent in going to and from the nearest breastfeeding room and shall be counted as compensable hours worked for employees.

7.1.2.2. Establishment of Drop-in (Child Day Care) Center where employees, students, and other clients can entrust and leave their children for care as they perform their tasks, responsibilities or transactions in the University.

7.1.2.3. Provision of reproductive, sexuality education as well as prevention and management of reproductive diseases/infections, including sexually transmitted diseases, HIV, and AIDs through awareness campaign, seminars and other health-related program applicable to all to be spearheaded by the Health and Wellness Services in collaboration with the College of Medicine and College of Health Sciences.

7.1.2.4. Unmarried pregnant employees/students shall not be terminated/nor subject for expulsion but shall be given appropriate counselling and due assistance.

7.1.3. The University shall adopt a special queuing scheme that gives priority to senior citizens, pregnant women and PWD. Facilities such as seat and railings shall also be provided to ensure ease and comfort of clients.

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- 7.1.4. The University shall identify and designate a sign language interpreter/practitioner to promote inclusive communication in the University.
- 7.1.5. The University shall ensure indiscriminate access through the installation of accessibility features not limited to ramps, signage, and stickers in strategic areas within the University. Dedicated parking slots for PWD shall also be designated as provided in BP 344.
- 7.1.6. The University shall adopt the use tactile paving surfaces to ensure easier and safer movement for visually impaired pedestrians.
- 7.1.7. The University shall provide supportive equipment such as wheelchair and similar equipment to the differently-abled.
- 7.1.8. The University shall provide mechanisms to prevent and eliminate the occurrence of any forms of grievance, violence and harassment. Assistance shall be extended to individuals who are victims of harassment and other forms of violence and discrimination.
- 7.1.9. The University shall endeavor to provide specifically designed comfort rooms for men, women, PWD, and universal comfort rooms for LGBTQ+ equipped with sanitation facilities and appropriately located in the premises to ensure safety of all users.
- 7.1.10. The University shall not impose a dress code for visitors but shall encourage the observance of appropriate and decency in manners of dressing upon admission/entry in the University premises. Employees and students shall wear appropriate attire as prescribed in the Student Handbook and Civil Service rules.
- 7.1.11. The University shall adopt the use of gender-fair language in writing letters, memoranda, correspondence, issuances and other publications.
- 7.1.12. The University shall implement capacity building program on gender and human rights education for all.

7.2. SPECIFIC PROVISIONS

7.2.1. ADMINISTRATIVE TRANSACTIONS

7.2.1.1. HUMAN RESOURCE MANAGEMENT

7.2.1.1.1. Recruitment and Selection

Selection of employees for appointment in the University shall be open to all candidates applying the EO Policy at all levels of position, provided they meet the qualification requirements for the position to be filled. Recruitment and selection procedures shall be non-discriminatory, employing tools/aids/measures to facilitate needed services to groups with special needs.

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- 7.2.1.1.1.1. The basis for acceptance of application is the minimum qualification standards set by the CSC and other competency requirements set by the University and concerned unit/end-user.
- 7.2.1.1.1.2. Data on age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language, property and other characteristics or factors are part of information processing only as it is contained in the personal information of the applicant and are not part of the pre-evaluation of the application.
- 7.2.1.1.1.3. LGBTQ+ applicants shall be provided equal opportunity in the selection process based on qualification standards prescribed for the position.
- 7.2.1.1.1.4. Applicants with disability who signify their intention to apply in any of the available vacant position in the university shall be considered. Qualified PWDs shall be provided equal opportunity in the selection process based on qualification standards prescribed for the position. No PWD shall be denied access to opportunities for suitable employment. A qualified employee with disability shall be subjected to the same terms and conditions of employment and the same compensation, privileges, benefits, incentives or allowances as an employed able-bodied person.
- 7.2.1.1.1.5. Special assistance to applicants or candidates with disabilities shall be provided as may be needed.



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- 7.2.1.1.1.6. The screening process shall be done in an easily accessible venue with ramps, railings and/or, if available, elevator or escalator.
- 7.2.1.1.1.7. If accompanied, the Promotion and Selection Board shall allow the companion to assist the applicant during the duration of the screening process. If unaccompanied, a University personnel may be assigned to assist the applicant during the duration of the screening process.
- 7.2.1.1.1.8. An applicant/candidate who is deaf or has a hearing impairment shall be afforded, if available, assistance of a sign language practitioner.
- 7.2.1.1.1.9. For applicants/candidates who are blind or with poor eyesight, coordination and arrangement with the Department of Social Welfare and Development (DSWD) or other relevant offices/agencies may be made for auxiliary aids and assistive devices.
- 7.2.1.1.1.10. Promotion, the advancement in rank or position of an employee with an increase in duties and responsibility as authorized by law, usually accompanied by an increase in salary, is based on established policies as provided by Civil Service, DBM, CHED, PASUC and/or as clearly stated in the University Merit System regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language, property or other characteristics or factors.



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7.2.1.1.2. Learning and Development

All employees are given equal opportunity for a comprehensive and balanced learning and development programs designed to improve their efficiency, effectiveness, and morale incorporated with gender and cultural sensitivity and competency and diversity awareness such as but not limited to the following:

- 7.2.1.1.2.1. Regular conduct of gender sensitivity trainings for faculty members, non-teaching staff and students to develop a gender sensitive environment and promote gender-responsive delivery of services based on mutual respect.
- 7.2.1.1.2.2. Conduct of Disability Awareness Training to capacitate all employees in providing PWD-responsive and client-sensitive services and ensure the developing and maintaining good working relationships with PWD colleagues.
- 7.2.1.1.2.3. Equal opportunity will be given to men, women, LGBTQ+ and PWDs to attend relevant trainings in pursuit of improving their efficiency and effectivity in the conduct of their duties and responsibilities provided that they meet the qualifications required by the training program.
- 7.2.1.1.2.4. All employees shall have equal access to available scholarship and fellowship programs regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language, property or other characteristics or factors, without prejudice to any limitations imposed due to legal and practical considerations,

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provided they meet the basic qualifications stipulated in the case of scholarships/fellowships awarded by funding institutions and the approved Personnel Development Plan of the University.

7.2.1.1.3. Performance Management

The University will ensure that performance standards and evaluation procedures free of bias to guarantee a fair and equitable planning, monitoring, coaching, review and evaluation of employee performance. Performance management measures shall not be limited to:

7.2.1.1.3.1. Installation of auxiliary aids and assistive devices for PWDs to perform assigned tasks with ease.

7.2.1.1.3.2. Adoption of flexible work schedule for solo parents and/or lactating/breastfeeding mothers to vary their arrival and departure time to perform parental duties and responsibilities. Likewise, nursing employees shall be granted break intervals as long as this shall not affect individual and agency productivity and provided further they comply with the minimum work reporting hours prescribed by the CSC.

7.2.1.1.4. Rewards and Recognition

The University shall administer an incentive and award systems without discrimination. Rewards and recognition procedure shall ensure fairness and equality in the acknowledgement of contributions and conferment of awards and incentives.

7.2.1.1.4.1. Pursuant to CSC Resolution No. 010112, the University regularly implements the Program on Awards and Incentives for Service Excellence (PRAISE) to recognize

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the meritorious performance of employees.

7.2.1.1.4.2. Institutionalization of the GAD HALAGA Award as localized version of the PCW GADTIMPALA with specific guidelines formulated by the GAD HALAGA Committee.

7.2.1.1.5. Other Personnel Services

All employees, regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language or property, shall have equal access to personnel services such transportation, housing, health and wellness, legal assistance, among others, as provided in existing guidelines.

7.2.1.2. PROCUREMENT/BIDDING SERVICES

Consistent with anti-discrimination laws, it is the policy of the University that age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language, or property will not be used as criteria in its business contracting practices provided contractors meet the basic qualifications prescribed in RA 9184 or the Government Procurement Reform Act. MMSU shall exert every effort to ensure that all persons, regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language or property, have equal access to contracts and other business opportunities with the University.

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7.2.1.3. STUDENT SERVICES

7.2.1.3.1. Admission

All aspiring students regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language or property are allowed to enroll in the University provided that they have meet the minimum qualifications and requirements as prescribed in the admission policy of the University.

7.2.1.3.2. Instruction

Gender-sensitive and culture-sensitive curriculum shall be developed along with gender-fair instructional materials through the following:

- 7.2.1.3.2.1. setting minimum standards on gender and cultural sensitivity integrated in the subjects/courses/training curricular, co-curricular and extra-curricular for student trainees;
- 7.2.1.3.2.2. integration of principles of gender sensitivity in curricular offerings and pedagogical systems and strategies; ensure that all counselling and career education programs are gender- and culture-responsive; and
- 7.2.1.3.2.3. adoption of comprehensive gender-fair or gender-neutral language policy (e.g. Ms. instead of Mrs., Chair or Chairperson instead of Chairman or Chairwoman, personnel, staff or employees instead of manpower, among others)

7.2.1.3.3. Other Student Services

All students, regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's

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responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language or property, shall have equal access to student services related to Student Development, Scholarship and Assistantship, Medical and Dental Services, Guidance and Counseling, and Accommodation.

7.2.1.4. RESEARCH AND EXTENSION

Research and extension services shall be provided to all persons regardless of age, sex, sexual orientation, gender identity, gender expression, sex characteristics, pregnancy, family or carer's responsibility, social origin, ethnicity or cultural heritage, ability, religious affiliation or religious beliefs, civil status, education, socio-economic status, geographical origin, political opinion, language, or property provided they meet the basic qualifications as determined in the Terms of Reference (TOR) of the project. This shall be guided by the following:

7.2.1.4.1. Promotion of social protection to reduce poverty and risk vulnerability; enhance social status and rights of all women, men, PWDs, senior citizens, IPs, LGBTQ+ and all other marginalized groups; promote and protect livelihood employment; protect people against hazards and sudden loss of income; and improve people's capacity to manage risks.

7.2.1.4.2. Delivery of appropriate/suitable technologies that usually comprise skills and materials easily available in the locality and that address gender, issues, inequality, inequity and other concerns.

VIII. COMMUNICATION PLAN

The Office of the Strategic Communication (StratCom) shall develop annual communication plan for the widest dissemination of this EOP through the regular conduct of various communication, education and public awareness (CEPA) activities.



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IX. REPEALING CLAUSE

All other existing orders, rules and regulations which are inconsistent with this issuance are hereby repealed or amended.

X. SEPARABILITY CLAUSE


If any section or part of this policy is held unconstitutional or invalid by virtue of issuances by competent authorities, the other sections not otherwise affected shall remain in full force and in effect.

XI. EFFECTIVITY CLAUSE

This EOP shall take effect immediately after approval by the MMSU Board of Regents and shall remain in force and effect until suspended or rescinded. This policy is subject to revisions from time to time based on existing laws and issuances by competent authorities.

XII. COMMITMENT

I hereby commit to implement and abide by the provisions of this Equal Opportunity Policy of the Mariano Marcos State University, City of Batac, Ilocos Norte.


SHIRLEY C. AGRUPIS
SUC President IV



MARIANO MARCOS STATE UNIVERSITY

EQUAL OPPORTUNITY POLICY AND IMPLEMENTING GUIDELINES

MARIANO MARCOS STATE UNIVERSITY EQUAL OPPORTUNITY POLICY

TECHNICAL COMMITTEE

NATALIZA L. LLAPITAN
Training Specialist I

JOYCE R. TOLENTINO
Administrative Assistant

ADVISORY COMMITTEE

SHIRLEY C. AGRUPIS
University President

ANDRES Y. TUNGPALAN
*Acting VP for Administration and Finance
and Concurrent Director, Administrative Services Division*

CARMELO J. ESTEBAN
VP for Research, Extension and Business

AMI RUTH R. COCSON
VP for Planning and Development

PRIMA FE R. FRANCO
VP for Academic Affairs

MARCELA V. AISON
Director, Human Resources Management Office

MMSU's partnership with the Embassy of the United States of America, formalized through a Memorandum of Understanding, exemplifies this commitment to inclusivity and collaboration. The establishment of the "American Corner Batac" provides a public information and activity center, fostering intercultural understanding and promoting access to resources about the United States.

**MEMORANDUM OF UNDERSTANDING
BETWEEN
THE EMBASSY OF THE UNITED STATES OF AMERICA IN THE
PHILIPPINES,
PUBLIC AFFAIRS SECTION
AND
MARIANO MARCOS STATE UNIVERSITY**

The Embassy of the United States of America in the Philippines, Public Affairs Section, with official address at 1201 Roxas Boulevard, Manila, herein referred to as "US Embassy- PAS" and herein represented by JOHN GROCH;

-and-

The MARIANO MARCOS STATE UNIVERSITY, with official address at Batac City, Ilocos Norte, Philippines, hereinafter referred to as "MMSU", and herein represented by its President, DR. SHIRLEY C. AGRUPIS;

WITNESSETH:

WHEREAS, US Embassy – PAS and MMSU, intend to jointly establish a public information and activity center known as "**AMERICAN CORNER BATAC**";

WHEREAS, MMSU plans to provide support for the maintenance and operation of the Corner. In carrying out this function, MMSU intends to take program and policy guidelines from the Embassy's Counselor for Public Affairs, or his/her designate;

WHEREAS, US Embassy – PAS plans to provide the Corner with a basic print library and electronic Internet-based resources about the United States ("U.S.") and then maintain and supplement this collection;

WHEREAS, MMSU has agreed to enter into a Memorandum of Understanding with **US Embassy – PAS** that shall define the roles of both parties in supporting the successful implementation and maintenance of the "**AMERICAN CORNER BATAC**";


1 of 5

NOW, THEREFORE, for and in consideration of the foregoing premises, affirming their intention to participate jointly in the Corner program, the Embassy and the Mariano Marcos State University have reached the following understanding:

I. PARTIES ROLES and RESPONSIBILITIES

A. Specifically, the Mariano Marcos State University plans to provide the following support:

1. Provide space free of charge that is satisfactory to the Embassy in the building located at Quiling Sur, 2906 Batac, Ilocos Norte, to house the Corner, including its equipment and collections, and allow free public access to the same as well to any other Corner-provided services and program activities. Mariano Marcos State University intends to provide furniture, including bookshelves and air conditioning for the Corner, and pay the maintenance and utilities costs for the space occupied by the Corner.
2. Provide at least one outside telephone line for the use of Corner staff, as well as Internet access.
3. Provide that use and access to the Corner is free of charge and is not restricted to any segment of the population. The Corner should be opened to the general public at least 20 hours per week.
4. Provide at least one qualified English-speaking staff member to the Corner and pay staff salary costs. Mariano Marcos State University should further designate a Director for the Corner who will be responsible for Corner operations. The staff member and Corner Director may be the same person.
5. Employ all security measures necessary to ensure that the equipment and materials provided to the Corner under this Memorandum of Understanding remain in the Corner and are not dispersed or damaged in any way.
6. Reserve revenues generated from the use of Embassy-provided equipment and services, such as photocopying and computer printouts, to provide for maintenance and supply of said equipment and services.
7. Allow the Corner to organize regular public activities such as group discussions, virtual/online programs, lectures, and cultural presentations. The Corner is expected to offer an appropriate number of programs each year. In the event that



an audience for an activity is too large to fit in the space of the Corner, Mariano Marcos State University should provide alternative space for that activity. Mariano Marcos State University intends to allow the distribution of promotional and informational materials provided by the Corner to the public to enhance mutual understanding and engagement between the people of Philippines and the people of the United States of America, as well as to inform the public about the Corner's activities.

8. Provide brief monthly reports and a detailed annual report to the Embassy on numbers of visitors, use of materials, programs, and number of attendees. The director of the Corner should provide the Embassy with brief monthly reports and digital photographs featuring activities of the previous month at the Corner.

B. Specifically, the Embassy plans to provide the following support:

1. Provide the Corner with a basic print library and electronic Internet-based resources about the United States ("U.S.") and then maintain and supplement this collection. At the Embassy's discretion, and with guidance from Mariano Marcos State University, the Embassy intends to select and purchase new print and electronic resources for inclusion in the Corner's collection on topics related to bilateral interests, including but not limited to: economics, management, business, American studies, literature, English teaching, English language, politics, law, and democratic societies, chosen to reflect the Embassy's and Mariano Marcos State University's target groups. The Embassy intends to supply the Corner with copies of U.S. Department of State-produced publications designed for public distribution.
2. Whenever possible, the Embassy intends to assist the Corner in the maintenance of Embassy-provided equipment such as computers, faxes, and photocopying equipment. At the Embassy's discretion and at Mariano Marcos State University's suggestion, the Embassy should replace broken or outdated Embassy-provided equipment to ensure continued Corner services to its patrons.
3. Designate one of the Embassy's employees to serve as liaison to Mariano Marcos State University.
4. At the Embassy's discretion and with Mariano Marcos State University's concurrence, the Embassy intends to provide training and consultations for Corner staff. When and if possible, the Embassy intends to provide funds for travel, a daily allowance (per diem), and fees for the Corner staff to attend Embassy-sponsored training programs at locations in other cities.

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5. Provide materials on U.S. Government programs and grants, educational opportunities, and possibilities for financial support in the U.S. for dissemination at the Corner.
6. Conduct U.S. speaker programs, cultural events, educational exchange programs and past program alumni activities at the Corner, and provide coordination and information concerning similar Embassy-sponsored activities.

II. FUNDING SOURCE

Both parties shall provide funds, subject to the availability of appropriated funds.

III. DURATION, TERMINATION, AMENDMENT and LEGAL EFFECT

1. Duration

This MoU shall remain in force for **THREE (3)** year(s) from the date of signing. Any extensions of duration of this MoU, shall be made in writing agreed upon by both Party not less than **THREE (3)** month(s) from the date of the expiry of this MoU.

2. Termination

Either Party may terminate this MoU at any time by providing **SIX (6)** month(s) advance written notice to the other Party.

3. Amendment

No amendment of the terms of this MoU will be effective unless made in writing and signed by both Parties.

4. Legal Effect

Nothing in this Memorandum of Understanding is needed to be legally binding on the Participants.

IV. DISPUTE RESOLUTION

Should a dispute arise between the participants in connection with the validity, interpretation and/or the implementation of this MoU, one Party shall notify the reasons to the other Party by registered mail. The Parties shall try to promptly

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reach in good faith an amicable settlement for such dispute, within thirty (30) days after the above notification.

If an amicable settlement is not reached within the above thirty (30) days, all/any dispute, controversy, or claim arising out of or relating to this MoU, or the breach, termination or invalidity thereof shall be settled by Arbitration in accordance with the International Arbitration Centre.

IN WITNESS WHEREOF, the Parties hereunto have affixed their signatures this _____ day of _____ 2023 at Psay City, Metro Manila .

**Embassy of the United States of
America in the Philippines, Public
Affairs Section**

**MARIANO MARCOS STATE
UNIVERSITY (MMSU)**

By:



JOHN R. GROCH
FOR THE EMBASSY OF THE
UNIVERSITY UNITED STATES OF
AMERICA IN THE PHILIPPINES,
PUBLIC AFFAIRS SECTION

By:



DR. SHIRLEY C. AGRUPIS
President

ACKNOWLEDGMENT

Republic of the Philippines)
City of Batac) S.S.

BEFORE ME, a Notary Public, this 09 JUL 2024, personally appeared with their valid identification:


Name	ID No.
SHIRLEY C. AGRUPIS, Ph D	IP-0334

Who known to me and to be the same persons who executed the foregoing instrument, consisting of 6 pages including this page on which the acknowledgment is written.

The parties and their instrumental witnesses signed all the pages thereof and acknowledged to me that the same is their own free and voluntary acts and deeds and that of the entities, which they respectively represent.

IN WITNESS WHEREOF, I have hereunto set my hands and seal this 09 JUL 2024 at City of Batac, Ilocos Norte Philippines.

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Book No. CCCMVII
Series of 2024.


ATTY. WINDELL D. CHUA
NOTARY PUBLIC
COMMISSION UNTIL DECEMBER 31, 2025
PTR NO. 0343164/1/2/2024
IBP LIFETIME NO. 755883
ROLL NO. 31305
TIN NO. 122-585-650