8.2.8. Does your university as a body have a process for employees to appeal on employee rights and/or pay?

Grievance Procedure

Chapter Nine

Annex B), and the SMU Anti-Sexual Harassment Implementing Guidelines (Refer to Annex C). They are supplemented by applicable provisions of this Manual and such other promulgations, circulars, and memoranda as may be enacted by the SMU Administration from time to time. Matters which are not covered by the Code of Proper Conduct for SMU Personnel and the SMU Anti-Sexual Harassment Implementing Guidelines may be threshed out in accordance with the procedure delineated below.

II. INSTITUTIONAL GRIEVANCE PROCESSING MECHANISMS

A. PURPOSE

The cultivation of a healthy working relationship within the academic community is essential to effective and efficient delivery of services. Thus, all sectors of the University should strive to establish a climate conducive to personal and professional growth, and reflective of the University's core values of Excellence, Innovation, Communion and Passion for Christ's Mission.

However, like in any human organization, incidents that mar the most wholesome of relationships are bound to happen. Every now and then, personnel may come up with issues pertaining to their work, University policies and procedures, their colleagues and such other factors which contribute to their dissatisfaction and are oftentimes translated into mediocre output and half-hearted service.

It is for the above reason that several grievance procedures were established to resolve personnel concerns in an equitable and timely fashion. As befits every Christian in an academic community, grievances of whatever nature are best settled through sincere dialogue, mediation, conciliation, alternative dispute resolution and negotiation.

B. GRIEVANCE PROCEDURE

The kind of procedure to be undertaken is dependent upon the nature and kind of the grievance, and they shall be dealt with in accordance with the applicable rules. Hence, grievances pertaining to conduct/s that are covered by the Code of Proper Conduct for SMU Personnel and the SMU Anti-Sexual Harassment Implementing Guidelines shall be dealt with in accordance with their provisions. On the other hand, grievances pertaining to terms and conditions of employment which are covered by the Collective Bargaining Agreement (CBA) shall be governed by the grievance procedure established therein. All other grievances not covered by the above stated grievance procedures shall be threshed out in accordance with the following procedure:

1. Every grievance/issue/concern is first expressed orally to the immediate superior/Head of office concerned. Grievances/issues/concerns that are made orally are considered informal and are to be settled informally. If the matter concerns personnel from different departments/offices, the heads of concerned offices should work collaboratively for its amicable settlement.
2. For issues submitted in written form to the President, he/she may direct the supervising Vice President to settle the issues amicably between the parties with a written amicable settlement or compromise agreement executed and signed by both parties and the supervising Vice President.
3. If the matter is not settled amicably, the immediate superior/Head of office concerned shall require the concerned personnel to reduce his/her grievance/issue/concern into writing. He/She must attach all available evidence in his/her possession substantiating claim/grievance. The immediate

superior/head must He/She may also require the other concerned party to explain his/her side.

4. On the basis of the documents thus submitted, and any interview clarifications by the head, the immediate superior/Head of office concerned shall make a decision.
5. The decision of the immediate superior/Head of office concerned shall be final, unless it is brought on appeal for review to the supervising Vice President whose decision is executory.

Institutional Grievance and Dispute Resolution Mechanisms

Excerpt from the Administrative and Employment Manual for Academic Personnel, 2023 ed.

G. COMMITTEE ON ARBITRATION (COA)

Composition:
The Committee is composed of the four Vice Presidents and Legal Counsel and chaired by the Vice President for Administration

Functions:

1. To deliberate on the findings and recommendations of the committee on investigation and decide administrative cases involving suspension and dismissal of personnel for any of the grounds enumerated under existing laws, and rules and regulations promulgated by government regulatory agencies and by the University.
2. The Committee is also tasked to resolve grievances not covered by the Code of Proper Conduct for SMU Employees, the SMU Anti-Sexual Harassment Implementing Guidelines, and the Collective Bargaining Agreement.

H. COMMITTEE ON INVESTIGATION (COI)

Composition:
The Vice President for Administration recommends the composition of the committee of three members from any academic and/or non-academic personnel of the University for approval by the University President.

Functions:

1. Its task is to assist any University officer who requests for the conduct of a fact-finding investigation for alleged violation of the Code of Proper Conduct for SMU Employees, other University rules and regulations, MORPHE, MRPSBE and Labor Code of the Philippines.

I. COMMITTEE ON DECORUM AND INVESTIGATION (CODI)

Composition:
The Vice President for Administration recommends to the University President the appointment of the chair and members of the Committee on Decorum and Investigation (CODI) based on the SMU Anti-sexual Harassment Policy and Implementing Guidelines.

Functions:

1. Receive and investigate complaints on sexual harassment following the prescribed procedure ;
2. submit a report of its findings and recommendations to the Committee on Arbitration;
3. lead in the discussions on sexual harassment in the university in order to prevent occurrence of sexual harassment; and
4. Other functions as specified in the SMU Anti-sexual Harassment Policy and Implementing Guidelines.

Pay slip

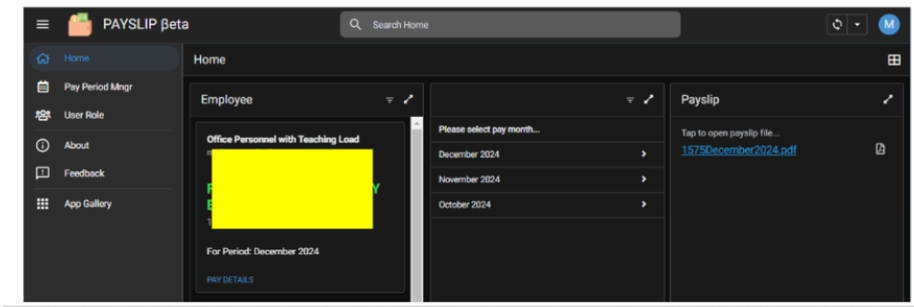
SAINT MARY'S UNIVERSITY
BAYOMBONG, NUEVA VIZCAYA, PHILIPPINES
CENTER FOR INFORMATION AND COMMUNICATION TECHNOLOGY

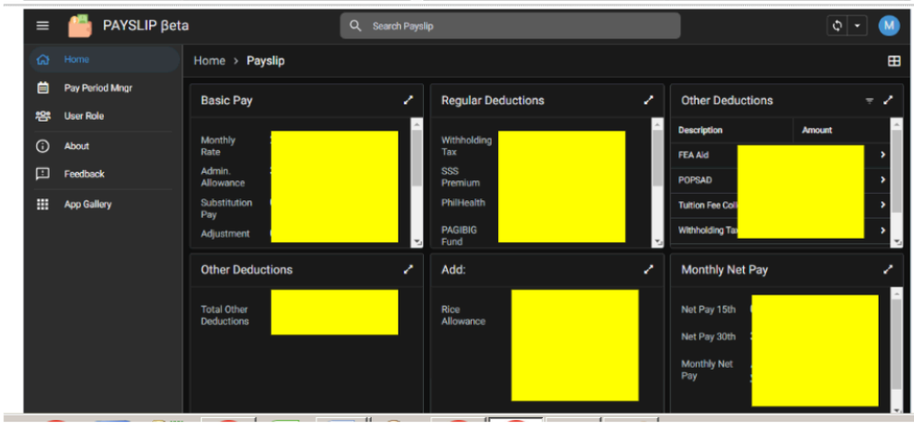
Document Code	EOMS-ICT-FO-010, Rev. 00
Effectivity Date	2024/12/08
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Pay Slip App

An online pay slip app, developed by SMU's Center for Information and Communication Technology, promotes pay transparency, allowing employees to verify compensation details and report discrepancies for appropriate action by the Treasury and Accounting Office (TAO).

The app is available via Google AppSheet. A printed copy of the pay slip is also available upon request at the TAO two days after the 15th and 30th/31st of the month.





Open door policy

Excerpt from the Administrative and Employment Manual for Academic Personnel, 2023 ed., Chapter 4, Professional & Social Responsibilities of Academic Personnel

programs to academic personnel. Other opportunities are given in the form of seminars, workshops, trainings, industry immersion, mentoring, etc.

II. SOCIAL-PROFESSIONAL RELATIONSHIPS

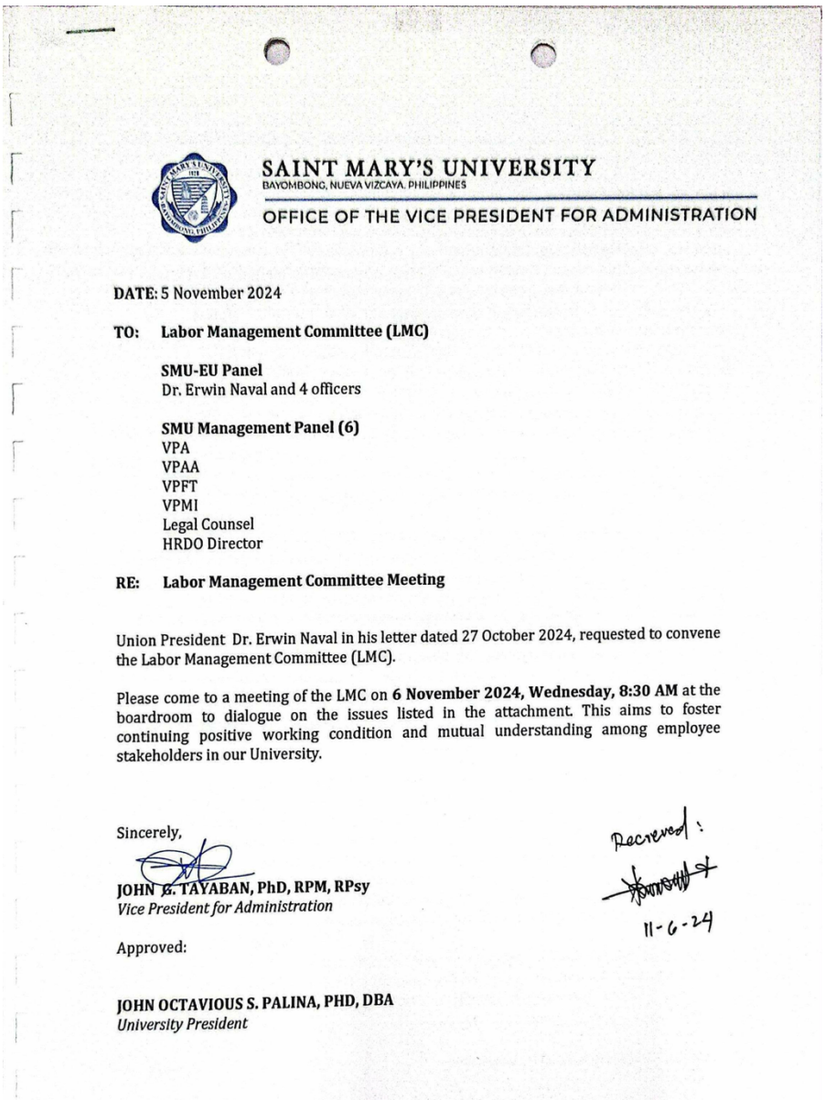
A. Academic Personnel - Administration Relationship

1. Saint Mary's University believes that the personnel are its greatest assets. The personnel are treated with the dignity of a human being; are encouraged in their human and professional development; are justly rewarded, fully informed, and properly assigned so that their lives are given meaning and dignity.
2. The Administration takes upon itself, as a moral obligation, the development of the academic personnel, for which reason it offers to them the opportunities for graduate studies, scholarship grants and other personal, professional, psycho-spiritual development activities, with all privileges attached thereto.
3. As one of the basic rights of man is to be informed truthfully and be given an active part in public affairs, the principles of right information and active participation in policy-formulation are upheld in the relation of the Administration and the academic personnel in the University. The Administration believes that efficiency and success depend upon teamwork and mutuality of interest in achieving the objectives of the University, especially the welfare of the students.

   The relationship between the Administration and the academic personnel, therefore, is not one of subordination, but of corporate interest and co-responsibility. The academic personnel work with rather than under the Administration, for the Administration holds in high respect the academic personnel's rights. The academic personnel should consider themselves as extension of the Administration in its educational task.

4. In the spirit of cooperation, the academic personnel speak well of the Administration. They support and defend its policies. The Administration acts in the same way towards the academic personnel. In this spirit, loyalty is developed in two directions: from Administration to academic personnel and vice-versa.
5. To attain success, the academic personnel have to share in the total school program from routine activities like recording and reporting class attendance to the complex problems of curriculum development and policy-making.
6. The Administration strongly supports an open-door policy whereby the academic personnel freely communicate and participate with the Administration in the formulation and implementation of sound educational practices and programs, designed to enhance the University position as a higher institution of learning. This practice of academic personnel participation is in keeping with the principles of subsidiarity which has been strongly advocated by the papal encyclical "*Mater et Magistra*." The University wants this principle to be carried out and practiced so that every academic personnel can contribute his/her share in the attainment of the University's common objectives. This it does while being guided by the principles of Christian and democratic processes, for the resolution of problems must be made after considering all aspects of University life -- the academic, the administrative, the human, the socio-economic and spiritual.
7. Academic personnel involvement in shaping and executing Administration's policies manifests itself in the following ways:
   a. Conscientious implementation of the policies and regulations duly promulgated for the purpose of operational efficiency;
   b. Coordination, whenever needed, with the different offices in the University as stipulated in this Manual and other official documents and issuances;

Labor Management Council meeting



SAINT MARY'S UNIVERSITY
BAYOMBONG, NUEVA VIZCAYA, PHILIPPINES
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

DATE: 5 November 2024

TO: **Labor Management Committee (LMC)**

SMU-EU Panel
Dr. Erwin Naval and 4 officers

SMU Management Panel (6)
VPA
VPAA
VPFT
VPMI
Legal Counsel
HRDO Director

RE: **Labor Management Committee Meeting**

Union President Dr. Erwin Naval in his letter dated 27 October 2024, requested to convene the Labor Management Committee (LMC).

Please come to a meeting of the LMC on **6 November 2024, Wednesday, 8:30 AM** at the boardroom to dialogue on the issues listed in the attachment. This aims to foster continuing positive working condition and mutual understanding among employee stakeholders in our University.

Sincerely,

JOHN B. TAYABAN, PhD, RPM, RPsy
Vice President for Administration

Received:
11-6-24

Approved:

JOHN OCTAVIOUS S. PALINA, PHD, DBA
University President

List of issues

1	Some employees render overtime during institutional and school activities. They are only advised to offset their duty hours instead of being given overtime pay.
2	Sports and cultural competition coaches in college are not given performance incentive points or honorarium.
3	Some tertiary academic employees received their unused Service Incentive Leaves on September 13, 2024. The AEM stipulates that the unused SIL should be given within one month at the end of the school year.
4	Checking student names at ESMIS is again given as another task to tertiary faculty members.
5	General Education faculty members in college are still reported late due to limited travel time from one building to another by attendance checkers.
6	The S.Y. 2023-2024 Performance Evaluation has not been used in the appointments of new officers for S.Y. 2024-2025.
7	The reporting of student absences in college is a repetitive task. Faculty members are already reporting to ADAS the student absences, and after the semester they still have to submit another report on student absences.
8	There is no written policy on college faculty members or officers performing multiple functions in the research activities of students, such as adviser at the same time language editor, and data analyst.

SMU Employees' Union 2022-2026

SAINT MARY'S UNIVERSITY EMPLOYEES' UNION
Bayombong, Nueva Vizcaya

May 27, 2024

DR. JOHN OCTAVIOUS S. PALINA
University President
Saint Mary's University

VPA 5-29-24
VPAS 29 MAY
VPM 5-29-24
VPF -alexa
LC - NW

Dear Sir,

Warmest greetings!

I am writing to inform you about an important update regarding the SMU Employees Union. Following our recent elections last May 22, we are pleased to announce the new officers who will lead our union for the 2024-2026 term.

The elected officers are as follows:

President: Dr. Erwin D. Naval
Vice President for Academics Personnel: Mr. Jonathan P. Vergara
Vice President for Non-Academic Personnel: Mr. Dennis S. Abosejo
Secretary: Mrs. Lorna C. Aban
Treasurer: Mrs. Angela C. Garra
Auditor: Mrs. Pearl V. Ludan
PIO: Miss Shiellah Mae T. Barsicula
Business Managers: Miss Kristelle Anne Jhoyce B. Respicio
Mrs. Madonna A. Blando
Sgt. at Arms: Mr. Albert C. Cabullos
Mr. Mark Noren U. De Vera
Board of Directors:
Grade School - Renz Gabriel R. Jubay
Junior and Science High School – Christian Jos T. De Jesus
SEAIT – Miss Evelyn J. Rizardo
STEH – Mrs. Leilanie Cristie O. Sagabaen
Non-Academic Personnel – Mr. Angelito C. Buccahan

c.f. VPs & LC
29 MAY 2024

The members elected them for their dedication, leadership qualities, and commitment to represent the interests and well-being of all union members. Their term of service will begin on June 1, 2024, until May 31, 2026. We are confident that under their leadership, the SMU Employees' Union will continue to thrive, effectively represent our rank-and-file and, most importantly, be your partner in developing administrative policies.

Thank you for your continued support and care for the welfare of our union members. Together, we can work towards achieving industrial peace in our university.

Truly yours,

Erwin D. Naval, DPA
President

Minutes of the AY 2024-2025 Administrative Session

SAINT MARY'S UNIVERSITY
BAYOMBONG, NUEVA VIZCAYA, PHILIPPINES
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

ADMINISTRATIVE SESSION

(First Semester, AY 2024-2025)

Sacred Heart Center
September 11, 2024
1:00 PM – 5:30 PM

ADMINISTRATIVE SESSION 2024
NARRATIVE REPORT

The Administrative Session for the first semester of academic year 2024-2025 was held last September 11, 2024 (Wednesday) at the Sacred Heart Center from 1:00 to 5:30 in the afternoon. This activity is conducted every semester to introduce the new employees & appointees during the semester, to renew ties as Marian community, to welcome new employees, to be informed of new appointments, to know the state of the University and be informed of key direction for the academic year, to be updated on Quality Assurance issues, to be updated on administrative matters, and to calmly surface, analyze and find solutions to common issues concerning the Marian community. The session was moderated by Mrs. Sheryl A. Baria, the newly appointed Department Head for BA,OA, and Entrepreneurship.

The program started with an opening prayer led by Sister Felicisima Ibay, SFIC, followed by the singing of the Philippine National Anthem. Dr. John G. Tayaban, Vice-President for Administration, then gave his welcome remarks to the participants of the Administrative Session 2024.

Mrs. Ruby Lyn R. Nuestro, HRDO Director, introduced the new employees and the new appointees for the Academic Year 2024-2025. After the presentation, a community song led by Mrs. Kristabelle Geijy D. Gonzales was sung to welcome the newly-hired employees.

For the state of the university and directions for the academic year 2024-2025, Dr. John Octavious S. Palina, University President, first presented a video of the highlights and major activities of the university for academic year 2023-2024 in the core areas of excellence which includes the outstanding achievements in PAASCU accreditations, rankings not only recognized in the Philippines but also internationally such as Applied HE, WURI, and other recognitions from different government agencies, Licensure exam performances, professional leadership, competitions ; in the core area of innovation which includes national and international research presentations & publications and infrastructure; in the core area of communion which includes the operationalization of international linkage programs through outbound and inbound faculty and student mobility, newly forged partnership agreements, and membership to national association and organizations; and lastly in the core area of Christ's mission which embraces faith and empower local communities through liturgical and faith celebrations, Marian Feasts and solemnities and community extension services.

The second part of the University President's presentation was focused on the strategic directions of the university for the current academic year. This includes revisiting the vision and mission statements, core values, strategic goals and strategic actions. Dr. Palina further discussed on key strategic goals for the current academic year. Goal 1 focuses on executive development program, SIGLA and scholarship program. Goal 2 focuses on instructional development program, faculty development program and management succession program, physical plant and facilities development, and students' development program. Goal 3 focuses on alumni relations program, research production

publication and utilization, IP development & advocacy program and strategic communications and branding program. He further reiterated that one of the general directions for the University is to maintain and strengthen its competitive position. And he mentioned that as part of the continual improvement, Dr. Palina mentioned that SMU will embark to an improved ISO Management System which is the ISO 21001:2018 that focuses particularly on Educational Organization Management System (EOMS) because according to him, by 2025, the ISO 9001:2015 will not be applicable and so there is a need to upgrade to ISO 21001:2018 which is more aligned to educational institutions and it is also needed for SMU's application for autonomous status. He mentioned also that aside from ISO, PQA, WURI, Applied HE, SMU will embark on UI Green Metric which is according to him, UI Green Metric is a measure of the university's effort for sustainability. Furthermore, he also presented partner agencies for other resources. Dr. Palina ended his talk by mentioning the compensation package program which will include a salary increase for all employees if approved by the Board of Trustees.

The next presentation was about Quality Assurance Updates which was presented by Mrs. Pearl Via S. Coballes, IDQAO Director. Her presentation includes the result of PAASCU accreditations conducted last academic year 2023-2024, public and private rankings and gave a short briefing on the shifting from ISO 9001:2015 to ISO 21001:2018 – Educational Organization Management System.

Dr. John G. Tayaban then presented the administrative updates particularly on Data Privacy Reminders, AEMAP-Senior High School and Vehicles. Dr. Tayaban discussed further the content of the Data Privacy Manual emphasizing the following: collection, use, storage, disposal wherein he reiterated that data being collected are only those that are necessary which are used for legitimate purposes. He further emphasized that storing of the data collected must be always in a safe storage may it be digital or physical storage area. For disposal of data, Dr. Tayaban discussed some ways on how to dispose such as shredding and total deletion (for digitally stored data).

Before the presentation of issues raised and responses, Dr. Tayaban, presented the commendable points which were sent by employees through the floated Google Form. Among which were benefits for permanent employees; the aligned university's policies to bolster research endeavors; enhanced honoraria for adviser-promoter, technical evaluators and recognition of publication citations during the Gawad Maria Program; engagement of SMU in various quality assurance audit/rankings; improved wifi speed; conduct of assemblies such as Admin session to vent employees' grievances and needs; academic excellence & dedication to Christ's Mission; longevity awards and benefits; vehicle pass; presence of drinking stations; community engagement through community outreach programs & projects and Scholarships & financial aid to students which makes education more accessible.

Dr. Tayaban then proceeded to present the consolidated administrative issues raised by employees through the Google Form that was floated 2 weeks earlier. There was no issue raised for mission and identity, whereas academic issues were answered by Dr. Moises Alexander T. Asuncion, the Vice-President for Academic Affairs. Likewise Mrs.

Venica S. Acosta, the VP for Finance and Treasurer also answered issues concerning financial matters. Refer to the attached list of questions/issues raised with their corresponding responses.

FERA issues was answered by Mr. Allan S. Guiab, FERA President. Issues raised were: conduct of face-to-face assembly; suggestion to create a form to gather comments or suggestion from members for discussion during future meetings; to revisit the guidelines regarding FERA benefits such as eligibility, contribution amounts, and adequacy of support for bereaved families or those with special needs. In response to the suggestion on creating a form for suggestions, Mr. Guiab said that this will be discussed among the FERA officers that a google form will be crafted and it will be sent to all members wherein members can send their suggestions regarding the refinement of the constitution and by-laws.

After the presentation of issues, there were no follow up questions asked, the VP Administration gave his closing message and also encouraged everyone to express their thoughts freely by visiting the VP Admin office to fill out the suggestion forms because according to him, the administration is always ready to listen to ideas for the improvement of the university

The Administrative Session concluded at 5:30 in the afternoon with a closing prayer led by Rev. Fr. Alberto I. Tamisen, CICM, University Chaplain. A Google Form was immediately sent to all employee group chats for the evaluation of the Administrative session activity.

Prepared by:

MARY JOY A. AHUTE
Secretary

Noted by:

DR. JOHN G. TAYABAN
VP for Administration

ADMINISTRATIVE SESSION 2024

September 11, 2024
1:00 to 5:30PM
Sacred Heart Center

Submitted via Goggle Form from employees in all levels

I. Number of issues/concerns/ commendations from the various Units or offices :

SCHOOL/DEPT/OFFICE	NO	SCHOOL/DEPT/OFFICE	NO.
School of Accountancy and Business (SAB) HTM	1	NON-ACADEMIC PERSONNEL	2
School of Engineering Architecture & Information Technology (SEAIT)	3	University Learning Resource Center (ULRC)	1
School of Health and Natural Sciences (SHANS) Nursing CNS	4	Office of University Registrar (OUR)	1
School of Teacher Education and Humanities (STEH) Languages Social Science	6	University Health Services Office (UHSO)	1
School of Graduate Studies	3	Treasury and Accounting Office (TAO)	1
Senior High School	7	Guidance & Testing Office (GTO)	1
Grade School	1	University Research Center (URC)	1
Not Indicated	11	Alumni Affairs Office (AAO)	1

Total=45

Sample Extended Advisory Board Minutes of Meeting

B. EXTENDED ADVISORY BOARD

Composition:

Chairman:	University President
Members:	Vice Presidents
	Legal Counsel
	Principals
	Academic Deans
	University Registrar
	DSAS
	Directors and Heads (as needed)

Functions:

To widen the base of policymaking and decision-making

processes, the University President, in consultation with the Advisory Board, may form the Extended Advisory Board. The composition of the Board shall be determined by the University President and he/she shall have the exclusive prerogative to extend invitation to University officers to be members thereof. Other members of the academic community may be invited at any time for consultation or as resource persons.

On matters specific to the Basic Education, the University President may convene the Extended Advisory Board for Basic Education which consists of the members of the Advisory Board and the Principals.

SAINT MARY'S UNIVERSITY
BAYOMBONG, NUEVA VIZCAYA, PHILIPPINES
OFFICE OF THE UNIVERSITY PRESIDENT

Document Code	OUP-FO-006
Revision	02
Effectivity Date	2022/11/17
Page/s	Page 1 of 7

MINUTES OF THE EXTENDED ADVISORY BOARD MEETING (TERTIARY)
14 March 2024, 1:30 P.M., University Boardroom

EAB-Ter-2023-2024-06

I. ATTENDANCE

Present:

1.	Dr. John Octavious S. Palina	University President
2.	Rev. Fr. Philip Aquino Yu, CICM	VP for Mission & Identity
3.	Dr. Moises Alexander T. Asuncion	VP for Academic Affairs
4.	Rev. Fr. Alberto I. Tamisen, CICM	University Chaplain
5.	Dr. Gertrude G. Danao	Registrar
6.	Atty. Epifanio Delbert G. Galima III	Dean, College of Law
7.	Dr. Arlene L. Tabaquero	Dean, SoGS
8.	Dr. Regina D. Ramel	Dean, SAB
9.	Miss Carina S. Mallillin	OIC, SEAIT
10.	Dr. Joman J. Baliton	Dean, SHANS
11.	Dr. Henry F. Gamboa	Dean, STEH
12.	Dr. Darwin Don M. Dacles	Director, URC
13.	Mrs. Pearl Via S. Coballes	Director, IDQAO
14.	Mrs. Essel T. Cañaberal	Director, CICT
15.	Mr. Sherwin A. Marciano	Head, PPPDMO
16.	Dr. Felipe V. Nantes	ADSAS for Men
17.	Mr. Sherween Jerry Paul V. Saquing	Head, CAO
18.	Dr. Mary Grace M. Bulatao	Sports Development Coordinator
19.	Mr. Peter-Tom A. Callang	Head, Alumni Affairs Office
20.	Dr. Harrison T. Villanueva	Asst. Director, IDQAO
21.	Mr. Vince Errol J. Lucas	Representative of Dr. Allen Marquez
22.	Mr. Allan S. Guiab	Representative of Mr. Samuel Damayon

Absent:

23.	Dr. John G. Tayaban	VP for Administration	On OB
24.	Mrs. Venica S. Acosta	VP for Finance and Treasurer	Excused
25.	Mrs. Ruby Lyn R. Nuestro	Director, HRDO	On OB
26.	Dr. Christopher Allen S. Marquez	Director, LMCDAC	PNVSCA meeting
27.	Mr. Samuel B. Damayon	DSAS	On OB
28.	Dr. Clara M. Gonzales	Head, PERIO	On leave
29.	Mr. David A. Cabonero	OIC, ULRC	On leave
30.	Mrs. Alona C. Costales	ADSAS for Women	Class
31.	Mrs. Leila A. Navarro	Chief Accountant	Excused

II. OPENING PRAYER: Prayer Before A Meeting

III. FOLLOW-UP/UPDATES

	TOPIC	DATE/S WHEN ISSUE WAS DISCUSSED	PERSON/S IN-CHARGE	UPDATE/STATUS ON ACTION TAKEN AND/OR DECISION
1	**PERFORMANCE EVALUATION SYSTEM**	March 14, 2024 Feb. 15, 2024 Jan. 16, 2023 Nov. 23, 2023 October 3, 2023 Aug. 8, 2023 Aug. 8, 2023 May 17, 2023 April 12, 2023 Jan. 24, 2023 Nov. 8, 2022 Sept. 13, 2022 July 12, 2022 March 15, 2022	VPAA VPA HRDO Director CICT Director	**a. First semester, AY 2023-2024** • The results of the 1st semester SEII (including the qualitative remarks) were already submitted by Mrs. Cañaberal to the VPA Office last February 26. **b. Second semester, AY 2023-2024** • The CICT already enrolled all students in the eSMIS in preparation for the 2nd semester SEII. New employees were also given eSMIS accounts. • Timeline: One week after the prelim exams • Concern/s: CICT has not received the list of classes sampled by the University

		Feb. 8, 2022 Dec. 15, 2021 Nov. 17, 2021 Oct. 13, 2021 Sept. 14, 2021 Aug. 24, 2021		Statistician – **URC Director to remind Ms. Rhodora Aquino.** • **SHANS Dean to furnish CICT with the list of subjects with team teaching to countercheck enrolled students.** • **For follow-up from the VPA:** – Dissemination of 1st sem SEII results to Deans (for post-evaluation conference with faculty members who have many negative comments from students) – Dissemination of SEII results for AY 2022-2023 to faculty members
2	**GRADE SUBMISSION MODULE (SIS)**	March 14, 2024 Feb. 15, 2024 Jan. 16, 2024 Nov. 23, 2023 Oct. 3, 2023 Aug. 8, 2023 May 17, 2023 April 12, 2023 Jan. 24, 2023 Nov. 8, 2022	VPAA Registrar CICT Director	• **Integration of Unlocking button –** almost done; The CICT will have a meeting with Mr. Edwin Gonzales on March 20 to open the Grade Submission Module and integrate the new feature.
3	**AI DETECTOR TOOLS**	March 14, 2024 Feb. 15, 2024 Jan. 16, 2024 Nov. 23, 2023 October 3, 2023 August 8, 2023 May 17, 2023	Academic Deans CICT Director	• **Schedule**: SAB – April 24, 2024 SHANS – To be scheduled in April SEAIT – March 20, 2024 SoGS – To be scheduled later • Although there are no specific policies yet regarding the use of AI, there is already an existing general policy about academic integrity on students' outputs.
4	**FIRING RANGE**	March 14, 2024 Feb. 15, 2024 Jan 16, 2023 Nov. 23, 2023 October 3, 2023 August 8, 2023 May 17, 2023 April 12, 2023	STEH Dean PPPDMO Head	• Mr. Adonis Zarate was assigned to maintain the cleanliness of the firing range. • **The PPPDMO Head and LMCDAC Director will visit tomorrow, March 15, to check the area and to post <u>No trespassing</u> signages.** • Registration of the SMU firing range and processing of firearms licenses is still ongoing. The old account named after Dr. Palina as the juridical custodian has been opened. SMU may already apply to delete the name of Dr. Palina as the custodian. Dr. Gamboa will facilitate the preparation and submission of requirements to Camp Crame. He will also visit PNP-NV next week to see the firearms. **– Dr. Gamboa to provide updates next EAB meeting.**
5	**MAIN GATE FACADE**	March 14, 2024 Feb. 15, 2024 Jan. 16, 2024 Nov. 23, 2023	President	• **For discussion in the Advisory Board**
6	**RETENTION POLICY AND BOARD PERFORMANCE**	Feb. 15, 2024 Jan. 16, 2024	VPAA	• Matters regarding retention policies were discussed in the Academic Council last February 22.

				• The proposed changes in the retention policy of SHANS board programs were already approved but Dr. Baliton will submit additional amendments of the policy to the VPAA. Because there is dearth of faculty members in Nursing, Dr. Palina mentioned the possibility of setting a quota for incoming first year students based on the number of available faculty members. • In addition to retention policies, Dr. Gamboa suggested to also look into the effects or contribution of review centers in board performance of students. • **For further discussion in the Academic Council c/o VPAA.**
8	**QA ACTIVITIES**	March 14, 2024 Feb. 15, 2024 Jan. 16, 2024	IDQAO Director	**a. ISO** • No update from NQA regarding the schedule (March 4-8). Emails and messages were already sent to NQA but they have not responded yet. **b. PAASCU Accreditations** • Mode: Full onsite accreditation for all programs scheduled on April 12-13 and 15-16, 2024. • Since classes in the School of Graduate Studies are online, the CICT will prepare the Google Meet links of all online classes for classroom observations of accreditors. The accreditors will still be enrolled in the eSMIS as non-editing teachers so that they can see other resources in the LMS. – **SoGS Dean to furnish the CICT Director with the list of classes included in the accreditation for the preparation of GMeet links.** • **Other programs which can be applied for PAASCU accreditation – For discussion in the next Academic Council meeting c/o VPAA**
9	**PPPDMO CONCERNS**	March 14, 2024 Feb. 15, 2024	PPPDMO Head	• A group chat was already prepared by the PPPDMO Head for simple requests or repairs.
10	**STUDENTS' CONCERNS**	March 14, 2024 Feb. 15, 2024	DSAS	• **Issuance of a circular to require office personnel to display nametags in offices – for follow-up c/o VPA** • **Conduct of information drive to advertise scholarship opportunities in the University – for follow-up c/o VPMI** • **Survey for Basic Ed, SoGS and Law students – to be administered by IDQAO this week**
11	**QUALITY CIRCLE**	March 14, 2024 Feb. 15, 2024	IDQAO	• The template for the Quality Circle report was already simplified by IDQAO (*see attachment*). • Dr. Villanueva had already discussed with Dr. Tayaban regarding the creation of a Quality Circle for Enrolment Management. Members will come from the offices of the

				VPAA, Registrar, CICT, Academic Deans, Treasury and Accounting Office, GTO and CETSO. Initial meeting is scheduled on April 25 or 26, 2024.
12	**SURVEY ON NEW PROGRAM OFFERINGS**	March 14, 2024 Feb. 15, 2024	IDQAO	• Results of the preferential survey had been submitted to the URC for possible conduct of pre-feasibility or feasibility studies. According to Dr. Dacles, the conduct of a feasibility study for new courses is possible but it will be under IPOS. Researches for remuneration are more comprehensive disciplinal studies. *Concern/s*: • **Timeliness**: The survey was done last AY 2022-2023 (February-March 2023). The results may not be relevant anymore since the respondents are already in college by this time. – **IDQAO to conduct another survey among current Senior HS students.** • **Instrument**: There should be brief descriptions of the courses because respondents may not be aware of changes in nomenclature. – **Noted c/o Dr. Villanueva** Suggestion/s: • Repackaging of programs to attract more enrollees
13	**ACADEMIC CALENDAR**	March 14, 2024 Feb. 15, 2024	Registrar	• Dr. Danao already submitted the final copy of the Academic Calendar 2024-2025 to the VPAA.
14	**SCHOLARSHIPS**	March 14, 2024 Feb. 15, 2024	VPMI	• The Gokongwei Brothers Foundation is offering 100 slots for SMU for the TeachSTEM Masters and College Scholarship Program. The School of Graduate Studies will join the March 20 Orientation meeting (online). • **This scholarship opportunity will be announced tomorrow, Feb. 15, during the Senior HS Career Day c/o STEH Dean** (since the scholarship is also for incoming Education students).
15	**MANUAL FOR VARSITY AND PERFORMING GROUPS**	March 14, 2024 Feb. 15, 2024	DSAS	• The Sports Dev. Coordinator and CAO Head are currently updating the existing manual. • **Target completion date is end of 2nd semester, AY 2023-2024.**
16	**IP SERVICES**	March 14, 2024 Feb. 15, 2024	LMCDAC	• Mr. Lucas presented the plans for the IP services of the University (*see attachment*). *Discussions*: a. Survey on Special Populations: Ethnicity • Student data on Ethnicity will be submitted by the Registrar's Office once the CICT has given them access to the data in the SIS (**Submission to LMCDAC: on or before March 22**) • *Concern*: The data in the SIS is not as detailed as the survey form for employees. Mr. Lucas explained that this is still okay since they are

				only collecting information to build a database for now. The data will not be used for comparison purposes but as basis to plan for IP activities. More comprehensive data may be collected later on if the need arises. b. Course Name: Phil. Indigenous Cultural Communities (GPICC) • The IP subject may be offered as a Gen Ed elective course in all undergraduate programs, not as a separate additional subject which is an additional financial burden to students. • **For further discussion in the Advisory Board.**
17	**STUDENT ATTENDANCE (Online Submission of Attendance Reports)**	March 14, 2024 Feb. 15, 2024	ADSAS M/W	• The ADSAS Office was already invited in faculty meetings of SAB and SHANS to discuss the procedure for online submission of attendance reports • **STEH and SEAIT Deans to coordinate with the ADSAS office for their schedule.** • **Academic Deans to remind faculty members regarding the timely submission of Attendance Reports of students to the ADSAS Offices. Students should be required to secure admission slips for recording purposes.**
18	**CHSF**	March 14, 2024 Feb. 15, 2024	PPPDMO Head	• Faculty members were already reminded to observe 1-minute CHSF activity before and after class but it was observed that there are still rooms that are left unclean. • Mr. Marciano had already instructed the GSO Supervisor to submit a CHSF monitoring report. – **Mr. Marciano to remind Mr. Acosta to submit monitoring report on CHSF compliance (all academic buildings)**

IV. NEW BUSINESS

	AGENDA	DISCUSSIONS/UPDATES	RESOLVED ACTIONS
1	**PQA**	• Dr. Villanueva presented the PQA updates and schedule of activities (*see attachment*). SMU was invited to submit for PQA National level. *Highlights:* • April 8 – Lock-in writeshop, Boardroom • April 17 – Data analytics, Boardroom • April 18 – Cross-checking with presentations. Proposed venues: Disadeco, Wilwin Hotel, Zen Hotel - The date coincides with the budget hearing schedule • May 10 – submission to PQA National	• **IDQAO to disseminate final schedule and other details later.**
2	**CEAP REGIONAL MEET 2024**	• Schedule: April 4-7, 2024 Host School: SMU (Tertiary) • *Please see attachment for the updates, proposed program and other details.*	

		As host school: • Ongoing preparation of medals, trophies certificates, welcome tarpaulins • Billeting – waiting for the final list of participants from the schools • Criminology interns will be requested to assist in security measures • CEAP R02 will provide subsidy for the welcome dinner • Opening Program Flow: 2:00 PM – Mass, Tonus Gym 3:30 PM – Parade 5:00 PM – Opening Program, 4 Pillars 6:00 PM – Dinner • Ongoing tasks of PPPDMO: setting up makeshift shower areas, replacement of light bulbs at the Tonus Gym, laying of concrete at the perimeter of the outside volleyball court, painting of the outside courts, roofing, installation of orbit fans in classrooms, compacting of soil at the oval track • Dr. Palina mentioned that there are already ongoing discussions in the AB regarding improvement projects for the oval track. They have discussed some proposals and are currently looking for other options due to financial considerations.	• Words of Welcome: SMU President, Governor, Mayor, CHEDR02 Sports Coordinator and CEAP Regional Trustee • Include the singing of the CEAP Hymn • The covered court may already be used after the blessing tomorrow, March 15. • **Academic Deans to facilitate the participation of students during the CHSF Activity on April 3, 2024 for the cleaning of classrooms.** • **DSAS to set a final meeting with the working committees next week.** • **ADSAS Men to prepare a plan in case vehicles will not be allowed to park around the oval anymore once the project starts. (To be presented in the next EAB meeting)**
3	**IDQAO ANNOUNCEMENTS**	• Dates to Remember: **May 22** – Submission of Action Plan Annual Monitoring Reports, QOM and PAASCU Workplan Monitoring Report **June 5** – Annual Performance Review **June 20** – Submission of Annual Reports **June 25-26** – Annual Planning **August 8 or 9** – Quality Planning • Period covered in the preparation of reports: June-December – Midyear Report January-May – Annual Report	• Noted
4	**THEFT INCIDENT**	• Dr. Ramel reported of a theft incident at JVD 302. The students left their valuables in the classroom during the flag ceremony and 5 students lost their wallets after the activity.	• Reminders were already posted around the campus regarding the safekeeping of valuables. Reiterate to students that they should not leave their belongings unattended. • The VPA is already working on the installation of CCTV cameras for the Senior HS Buildings initially, but later on other buildings will have cameras as well.

6	**A. UPDATES/ ANNOUNCEMENTS**	**1. From URC** • April 24-30–***Linggo ng Likha at Lingkod*** • Other units will join the URC and LMCDAC in organizing and facilitating creative activities during the LLL (Languages Dep't., GTO, ULRC, CAO, ODSAS, DOST-SEI c/o Dr. Melanie Gurat) • April 24, Wednesday – Mass and Opening Program • Basic Ed classes will be invited in some activities. The Senior HS will invite DepEd and Diocesan schools in their LLL activity (research dissemination and extension)	• Details will be finalized in the next RCDC meeting.
		2. From ADSAS M/W • Student Handbook –revisions have already been incorporated in the handbook. Deans may still submit if there are additional amendments or revisions on retention policies.	• Noted
		3. From VPMI • Recollection of employees: March 18 – Tertiary employees March 19 – Basic Ed employees • College faculty members should not move the schedule of their recollection to avoid attending their Tuesday classes.	• Noted

V. ADJOURNMENT

The meeting adjourned at 4:10 PM with a closing prayer.

MS. MARICEL P. MORENO
Secretary

NOTED BY:

DR. JOHN OCTAVIOUS S. PALINA
President

MATRIX ON MATTERS FOR FOLLOW-UP (*EAB-Tertiary Meeting, October 8, 2024*)

A. Follow-up on matters arising from previous meetings

TOPIC	RESOLVED ACTION	ASSIGNED ADMIN	STATUS
1. BOARD PERFORMANCE	**1.a.** Prioritize the analysis of board exam performances with low passing rate.	Academic Deans	SEAIT - submitted Performance Analysis for ECE and CE SHANS- The requested documents are still being processed by PRC.
	1.b. Present available reports during the BOT meeting	VPAA	Presented CELE Performance Analysis to BOT
2. PAASCU ACCREDITATIONS	**2.a.** Prepare documentary requirements for application for Level 3 if the result of the October Accountancy board exam is favorable	SAB Dean	October 2024 CPALE was rescheduled on December 6-8, 2024
3. SURVEY ON NEW PROGRAM OFFERINGS	**3.a.** Submit to PERIO the list of programs that will be included in the survey including the job opportunities for the proposed programs.	Academic Deans	SAB - Done thru PERIO coordinator SEAIT - Done STEH - submitted to PERIO SHANS - Done
4. HONORARIUM OF COACHES	**4.a.** Incorporate proposed honorarium for coaches in the Sports Manual and submit to the Advisory Board for review	DSAS	Manual of Sports Development will be submitted next week
5. EXIT INTERVIEW	**5.a.** Document exit interviews conducted for inclusion in PAASCU documents	Academic Deans	SAB - Implemented since Oct. 2024. SEAIT - Ongoing STEH - Ongoing SHANS - Ongoing
6. GREEN CAMPUS PROJECT	**6.a.** Issue a circular on the intensification of the No Plastic Policy together with the announcement on the NO Vehicle Day.	President	For further discussion (re: NO VEHICLE DAY)
7. PPPDMO CONCERNS	**7.a.** Install spotlight facing the stage at the San Lorenzo park.	PPPDMO Head	done

	7.b. Install additional fans at the Student Teachers' Lab	PPPDMO Head	-replaced 3 orbit fans -instead of installation of additional orbit fans, we recommend 4 stand fans. (there are available stand fans at the Grade School, requesting for transfer)
8. PARKING AND TRAFFIC MANAGEMENT	**8.a.** Present the proposal on the list of traffic violations and corresponding penalties and the carrying capacity of parking areas to the SCC in the meeting tomorrow, Oct. 9.	VPA	to be presented in meeting
9. TELEPHONE LINES	**9.a.** Try to apply again from PLDT for the AAO line.	CICT Director	PLDT has no slot for business lines, they are concentrating for residential lines

B. Follow-up (New Business)

TOPIC	RESOLVED ACTION	ASSIGNED ADMIN	STATUS
1. UNIVERSITY ACTIVITIES	**1.a.** Discuss with CAO Head the suggestion to include a 1-act play about CICM during the Appreciation Program	VPA & DSAS	This was already discussed with CAO Head, and the Teatro Publiko for the play is on it. Other performing groups will also participate and were given November 11-27 as rehearsal periods.
2. PERFORMANCE EVALUATION	**2.a.** Pro-rate evaluation of faculty members without SEII to finalize Performance Evaluation ratings.	HRDO Director	Done
	2.b. Submit all pending evaluation forms of faculty/staff.	Deans, DHs and Heads of offices	
3. AppliedHE	**3.a.** Assist in dissemination of the student survey	Academic Deans	SAB - Done SEAIT - Done STEH - Done SHANS - Done
4. SIGLA PROGRAM	**4.a.** Prepare for the launching of the SIGLA Program	HRDO Director	Done

5. CONTENTS NOTATION OF CURRICULA	**5.a.** Provide to the Academic Deans the names of the CHED signatories in the comparison matrix	Registrar	Done
6. PPPDMO CONCERNS	**6.a** Conduct assessment of structural integrity of buildings. CE faculty members may be tapped to assess the buildings (with honorarium).	PPPDMO Head	We requested Engr. Andrada, our alumnus, to conduct assessment but he is already working in Manila and he is recommending somebody.
	6.b. Check whether the armchairs in the San Lorenzo Ruiz Park and mini-forests can still be used in classrooms.	PPPDMO Head	done
	6.c. Discuss with the President the requests for personnel (electrician and GSO staff for sports equipment)	PPPDMO Head	done
7. MORTUARY AID	**7.a.** Refer to the SMU-FERA officers the request of PT faculty members for the mortuary aid to be voluntary	VPA	Sir Allan reported that the officers discussed it and reiterated that all should contribute as part of communion with co-employees. They will review the CBL
8. SCHOLARSHIPS	**8.a.** Announce the available discounts during school visits.	PERIO Head	Done. Included in the PPT for the School Visit, which started on Dec. 2. 50% tuition discount Education programs, Entrep, and Office Administration, Library and Information Science from first year to fourth year.

Client Feedback Survey

CUSTOMER SATISFACTION AND FEEDBACK

December 11, 2024





Presentation Guide

01 Customer Satisfaction Result

02 Issues and Concerns

03 Suggestions and Recommendations

Research Methodology



Research Respondents

	Actual respondents	Total Number of students	Response Rate
JHS	749	402	53.67%
SHANS	1,935	647	33.44%
STEH	1,018	316	31.04%
SAB	1,074	288	26.82%
COL	186	49	26.34%
SHS	950	245	25.79%
SOGS	348	72	20.69%
SEAIT	1,540	255	16.56%

** Minimum Target Response Rate is 20%

Period Covered:
November 14 to December 9, 2024

Satisfaction of University Services

	Academic Support Services	Admission Process	Educational Experience	Campus Facilities and Equipment	Career Preparation	Financial Aid and Tuition	Student Life and Engagement	Overall Satisfaction
GSD	3.44		3.47	3.31				3.41
JHS	3.35	3.37	3.32	3.16	3.37	3.38	3.36	3.33
SHS	3.26	3.22	3.22	3.11	3.21	3.23	3.22	3.21
SAB	3.15	3.18	3.20	2.99	3.24	3.08	3.21	3.15
SEAIT	3.12	3.14	3.17	3.04	3.14	3.04	3.16	3.12
SHANS	3.03	3.10	3.07	2.91	3.12	2.94	3.11	3.04
STEH	3.11	3.11	3.15	2.92	3.17	3.08	3.22	3.11
COL	3.23	3.31	3.41	3.03	3.16	3.11	3.20	3.21
SOGS	3.59	3.57	3.67	3.54	3.54	3.55	3.59	3.58
Overall Satisfaction	3.25	3.25	3.30	3.11	3.24	3.18	3.26	3.24

Satisfaction of Student Learning Experience

	Course Design and Content	Teaching and Learning	Assessment and Evaluation	Overall Course Experience	Overall Student Learning Experience
JHS	3.24	3.25	3.22	3.28	3.24
SHS	3.13	3.15	3.13	3.19	3.14
SAB	3.15	3.17	3.14	3.20	3.15
SEAIT	3.11	3.12	3.09	3.17	3.11
SHANS	3.04	3.01	2.99	3.09	3.01
STEH	3.11	3.11	3.09	3.17	3.10
COL	3.32	3.30	3.28	3.41	3.30
SOGS	3.65	3.69	3.66	3.71	3.67
Overall Satisfaction	3.22	3.23	3.20	3.28	3.22

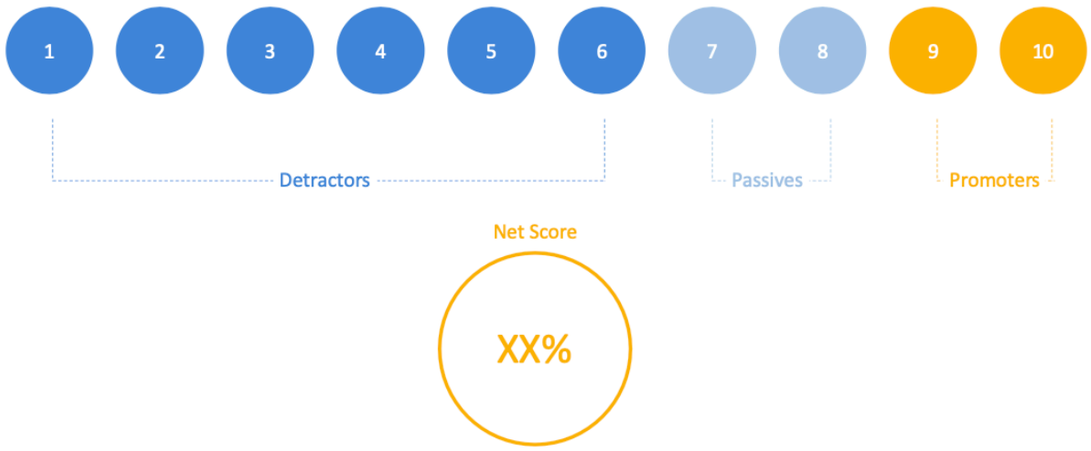
Satisfaction with the Current Services of your School

1. SOGS	3.69%	5-6. SAB	3.18%
2. GSD	3.42%	7. STEH	3.12%
3. JHS	3.21%	8. SEAIT	3.11%
4. COL	3.20%	9. SHANS	3.01%
5-6. SHS	3.18%		

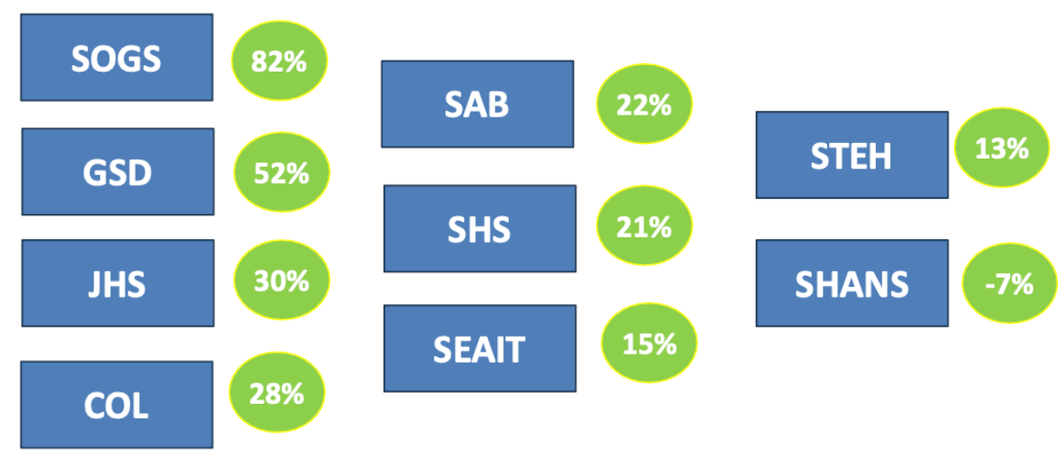
RATING: **SATISFIED FOR SCHOOLS EXCEPT SOGS WITH A RATING OF VERY SATISFIED**

Net Promoter Score

Subtract the percentage of Detractors from the percentage of Promoters.



Net Promoter Score



Issues and Concerns



Issues Raised by SAB

1. Academic Workload and Teaching Issues (45)

- Overloaded academic requirements, including simultaneous projects and deadlines.
- Ineffective teaching methods: reliance on reports, lack of clarity, and insufficient explanations.
- Discriminatory or unfair treatment from professors, including inconsiderate grading.
- Short amount of time of doing paperworks (ex: 1 research per semester)

2. Adjustment to College Life (35)

- Transition difficulties from SHS to college.
- Coping with a new environment, people, and culture shock.
- Managing simultaneous activities, internships, and research projects.

Issues Raised by SAB

3. Time Management and Stress (28)

- Struggles with balancing academic workload, extracurricular activities, and personal time.
- Sleep deprivation and pressure due to overlapping deadlines and fast-paced schedules.

4. Internet and Facilities (24)

- Weak or inaccessible Wi-Fi in classrooms and certain buildings.
- Poorly maintained restrooms, lack of cleanliness, and missing essentials (e.g., soap).
- Inadequate classroom amenities (e.g., broken fans, installation of air conditioning units).

Issues Raised by SAB

5. Financial Concerns (19)

- Struggles with budgeting due to tuition, miscellaneous fees, and school expenses.
- Concerns about the transparency of payments and scholarships.

6. Communication Issues (12)

- Unclear or late instructions from professors.
- Late suspension announcements during typhoons and natural calamities.
- Unresponsive or unavailable faculty members.
- Extension points should be properly disseminated.
- Extension updates were delivered only a day before the activity, compromising preparation
- As an OJT student with a report, etc., to submit, there were no templates given. Papers with wrong parts were given back to be revised, which was confusing.

Issues Raised by SEAIT

1. Internet Connectivity (Wi-Fi) (30)
- Complaints about poor internet connectivity, lack of access in specific buildings (e.g., SEAIT), and slow speeds.

2. Curriculum and Teaching (25)
- Issues with minor subjects taking too much focus, unrelated to students' interests or fields of study.
- Professors teaching too fast, not explaining thoroughly, or focusing only on PowerPoint slides.
- Redundancy in teaching methods and ineffective teaching approaches.

3. Facility Maintenance (15)
- Issues with classroom fans, restroom cleanliness, broken locks, and damaged classroom chairs.
- Requests for better-maintained facilities across the campus.

Issues Raised by SEAIT

4. Scheduling and Workload (15)
- Complaints about hectic schedules, overlapping exams or events, and conflict between class schedules.
- Heavy workloads from projects, quizzes, and exams, often with insufficient time to manage effectively.

5. Student Welfare (10)
- Lack of attention to students' mental health concerns, stress from academic pressures, and inadequate support for struggling students.

Issues Raised by SEAIT

6. Administrative and Policy Issues (8)
- Forced attendance during typhoons while other levels are excused.
- Unclear or sudden changes in schedules, particularly during enrollment or event planning.

7. Teaching Personnel (8)
- Reports of unfair grading, favoritism, and professors who are unengaged or unavailable.
- Calls for better hiring standards to ensure competent and empathetic instructors.

Issues Raised by SHANS

Academic and Teaching Challenges

1.Incompetent/Unprepared Teaching Staff (e.g., ineffective methods, unclear instructions): 60

2.Unreliable or Outdated Learning Materials: 12

3.Time Constraints and Overloaded Schedules (e.g., multiple tasks, tight deadlines): 41

4.Unfair or Harsh Grading Systems: 21

5.Unavailability of Instructors for Consultation: 6

Issues Raised by SHANS

Facility and Resource Issues

1.Poor Internet Connectivity: 29

2.Uncomfortable and Poorly Maintained Classrooms (e.g., lack of ventilation, small rooms): 25

3.Lack of Laboratory Materials/Equipment: 26

4.Dirty and Non-functional Comfort Rooms: 14

5.Limited Study Areas and Other Essentials: 5

Issues Raised by SHANS

Administrative and Policy Concerns

1.Hidden/Unnecessary Fees: 13

2.Late Announcements and Updates: 13

3.Conflict in Schedules (e.g., overlapping exams, inconvenient assignments): 16

4.Delayed Distribution of Books and Lab Essentials: 14

Personal Challenges

1.Financial Struggles: 27

2.Adjustment Difficulties (e.g., transitioning to college, balancing academics and personal life): 18

3.Mental Health Issues (stress, anxiety, burnout): 29

4.Sleep Deprivation: 8

Issues Raised by SHANS

Social and Interpersonal Issues

1.Unapproachable or Inconsiderate Professors: 13

2.Bullying or Unkind Classroom Environment: 3

Issues Raised by STEH

1. Facilities and Comfort Rooms:

- Lack of clean comfort rooms, non-functional fans, and poor ventilation (10 times)
- Issues with comfort room locks, water supply, and cleanliness (6 times)

2. **Internet Connectivity**:

- Slow or unavailable Wi-Fi connection (16 times)
- Issues with internet access in classrooms and Wi-Fi reliability (5 times)

3. **Overload of Activities and Deadlines**:

- Too many activities, overlapping deadlines, and heavy workloads (13 times)
- Sudden changes in schedules and overlapping of responsibilities (8 times)

Issues Raised by STEH

4. Academic Pressure and Stress:

- Academic burnout, pressure from deadlines, and difficulty managing workload (12 times)
- Pressure from grades, performance, and balancing academic and extracurricular responsibilities (8 times)

5. Instructor Issues:

- Inconsiderate or unqualified instructors, lack of clear explanations, and ineffective teaching methods (17 times)
- Teachers not taking student needs into account or being too strict (8 times)

6. Financial Concerns:

- High tuition fees, additional costs like lab fees, and lack of access to resources (7 times)
- Financial difficulties and limited scholarships (4 times)

Issues Raised by STEH

7. Class Disruptions and Typhoons:

- Typhoons and class disruptions impacting the schedule and learning (8 times)
- Classes being rushed or not sufficiently covered due to cancellations (5 times)

8. **Health and Personal Issues**:

- Health concerns such as dizziness, headaches, and other physical conditions affecting attendance (7 times)
- Mental health issues and personal struggles (5 times)

9. **Facilities and Infrastructure**:

- Issues with unkempt or inadequate facilities like restrooms, air conditioning, and laboratory spaces (9 times)
- Lack of sufficient study areas, faulty equipment, and uncomfortable classroom conditions (5 times)

Issues Raised by STEH

10. Teaching Methods and Learning Experience:

- Lack of consideration for diverse learning styles and slow-paced lessons (5 times)
- Difficulties in understanding certain subjects due to ineffective teaching (6 times)

11. Group Dynamics and Class Participation:

- Issues with uncooperative group members and excessive group activities (4 times)

12. Miscellaneous:

- Unreasonable fines, favoritism by professors, and school administration inefficiencies (6 times)
- Poor canteen food quality and pricing (4 times)

Issues Raised by SOGS

1. Time Management & Work-Life Balance (13):
•Difficulty balancing graduate studies with work responsibilities (e.g., managing workload, attending classes while working).
•Struggles with completing assignments on time due to work commitments or natural disasters.
•Challenges with balancing family life and school tasks.

2. Enrollment & Administrative Issues (6):
•Late posting of enrollment payment and issues with being a late enrollee.
•Lack of Saturday availability of registrar and accounting offices for students with weekday work commitments.
•Difficulties with creating accounts in the eLearning system for new students.

Issues Raised by SOGS

3. Course Content & Teaching Methods (5):
•Difficulty in understanding certain courses, particularly in Managerial Accounting, and the need for different teaching approaches.
•Issues with the difficulty level of exams and assignments not aligned with what was taught in class.
•Difficulty due to instructors not being well-prepared or providing unfair deadlines (e.g., independent learning assignments on holidays).

4. Technical Issues (4):
•Slow Wi-Fi connection, affecting students' ability to complete assignments or attend online classes.
•Availability of Wi-Fi during certain classes/buildings or in case of natural disasters.

Issues Raised by SOGS

5. Travel & Accessibility (4):
•Challenges due to travel time and distance, especially for students coming from afar (e.g., Ifugao).
•Difficulties attending classes or processing school matters due to travel constraints or working on Saturdays.

6. Natural Disasters & External Factors (3):
•Delays or difficulties due to typhoons or natural disasters affecting timely submission of assignments or attending classes.

7. Grading & Fairness (2):
•Concerns over grading discrepancies, where students who rarely attend classes receive higher grades than those attending regularly.

Issues Raised by COL

1. Class and Professor Availability (6):
•Issues with professors not showing up for class as scheduled or being unavailable, leading to missed learning opportunities. Some students noted the lack of clear syllabi, making it harder for them to study independently.

2. Parking and Facilities (5):
•Consistent complaints about difficulties with parking, including limited availability and high stress around finding a spot. Some students also mentioned issues with dirty restrooms on campus.

Issues Raised by COL

3. Technology and Internet Issues (6):
•Concerns about poor or unreliable internet access, especially for online exams and submissions. Some students also mentioned problems with the Examplify software payment process and its lack of utilization during the semester.

4. Natural Disasters and Class Cancellations (4):
•Disruptions caused by weather disturbances and calamities, leading to class cancellations and difficulties in keeping up with the coursework, with some students feeling overwhelmed trying to catch up.

Issues Raised by COL

5. Time Management and Workload (4):
•Challenges in managing time between studies, personal life, and work. Students also expressed difficulty in managing a full academic load, especially when facing delays or lack of feedback on assignments.

6. Feedback and Academic Assessment (4):
•Complaints about the lack of feedback from professors on assignments, exams, and quizzes. This makes it difficult for students to assess their progress and performance in their courses.

Issues Raised by COL

7. Enrollment and Administrative Issues (3):
•Complaints about unclear or inefficient enrollment instructions that caused confusion and frustration during the process.

8. Course Materials and Resources (3):
•Limited availability of course resources, such as textbooks, and issues with the distribution of items (like the COL polo shirt), with some students feeling their concerns about size and availability were not addressed.

9. Adjustments and Course Expectations (3):
•Struggles in adjusting to course expectations and workloads, with some students feeling that the reality of the courses exceeded initial expectations.

Suggestions and Recommendations



Suggestions Given by SAB Students

1. Internet Connectivity (Wi-Fi) (35)
- Students frequently cited the need for stronger, reliable Wi-Fi across campus buildings and floors.
- Suggestions included expanding access to all rooms and improving speed.

2. Teacher/Professor Quality (30)
- Hire more competent, experienced, and compassionate professors.

Suggestions Given by SAB Students

3. Curriculum and Learning (25)
- Suggestions to reduce academic loads in minor subjects and focus on major subjects.
- Calls for practical, hands-on learning and updated, industry-relevant seminars or workshops.
- Need for personalized learning plans and better seminar scheduling.

4. Student Engagement and Support (15)
- Emphasis on the need for student councils and the administration to listen more to students' concerns.
- Requests for more extracurricular activities, leadership opportunities, and clear communication.

Suggestions Given by SAB Students

5. Facility Improvement (12)
- Maintenance of comfort rooms (cleanliness, unclogging toilets).
- Requests for additional lockers to ease the burden of carrying heavy materials.

6. Financial Considerations (10)
- Concerns about high fees and their impact on students' budgets.

Suggestions Given by SAB Students

7. Organization and Administration (10)
- Better communication from school councils and faculty about activities, deadlines, and requirements.
- Calls for advance notice of events and consistent instructions.

8. Student Workload (8)
- Requests to balance schoolwork, avoid redundant projects, and reduce simultaneous deadlines.

9. Inclusivity and Fairness (5)
- Advocated for equal treatment in academic advising and fair participation in school activities.
- Stop threatening and requiring graduating students to attend events

Suggestions Given by SEAIT Students

1. Internet and Technology (93)

•Improve WiFi access and connection quality across buildings (e.g., SEAIT, E building).

•Make WiFi more accessible to all students.

•Update technology in classrooms and laboratories (e.g., replace outdated equipment like computer mice).

2. Class Schedules and Workload Management (14)

•Adjust and improve the class schedule to give students rest (e.g., avoiding classes on both Saturdays and Sundays).

•Be considerate of students' mental and physical capacity when assigning workloads.

•Stick to the original enrollment schedule.

Suggestions Given by SAB Students

5. Facility Improvement (12)
- Maintenance of comfort rooms (cleanliness, unclogging toilets).
- Requests for additional lockers to ease the burden of carrying heavy materials.

6. Financial Considerations (10)
- Concerns about high fees and their impact on students' budgets.

Suggestions Given by SAB Students

7. Organization and Administration (10)
- Better communication from school councils and faculty about activities, deadlines, and requirements.
- Calls for advance notice of events and consistent instructions.

8. Student Workload (8)
- Requests to balance schoolwork, avoid redundant projects, and reduce simultaneous deadlines.

9. Inclusivity and Fairness (5)
- Advocated for equal treatment in academic advising and fair participation in school activities.
- Stop threatening and requiring graduating students to attend events

Suggestions Given by SEAIT Students

1. Internet and Technology (93)
•Improve WiFi access and connection quality across buildings (e.g., SEAIT, E building).
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2. Class Schedules and Workload Management (14)
•Adjust and improve the class schedule to give students rest (e.g., avoiding classes on both Saturdays and Sundays).
•Be considerate of students' mental and physical capacity when assigning workloads.
•Stick to the original enrollment schedule.

Suggestions Given by SHANS

4. Workload and Mental Health: 43

Student Workload:

- Reduce academic workload, especially on holidays and weekends: 28

- **Consideration for Mental Health**:
  - More attention to mental health with counseling and stress management programs: 12
  - Compassion from teachers regarding student workload and personal challenges: 9

Suggestions Given by SHANS

5. Learning Materials and Support: 30

Resources for Learning:

- Ensure credible and accessible learning materials such as PPTs, textbooks, and lab reagents: 12

Suggestions Given by SHANS

6. Student-Focused Initiatives: 23

Extracurricular Activities:

- More engaging extracurricular activities and breaks during events like Departmental Week: 4

- **Hands-on Learning**:
  - Increase hands-on activities for better learning and engagement: 10
  - Promote active learning and student interaction: 8

Suggestions Given by SHANS

7. Better Infrastructure and Facilities: 11

Facility Improvements:

- More classrooms and better-equipped facilities, especially for SHANS students: 5
- Improvement of infrastructure like restrooms, water sources, and access to learning areas: 6

Suggestions Given by STEH

1. Facilities & Infrastructure (32):

- Improved Wi-Fi access in classrooms and across the campus.
- Better classrooms (e.g., air-conditioned rooms, functional TVs, more equipment).
- Fixing comfort rooms (locks, cleanliness, functionality).
- More signage for cleanliness.
- Improved lab materials and specialized rooms for courses like BEED and BSED Science.

Suggestions Given by STEH

2. Teacher & Teaching (25):

•Requests for more effective, empathetic, and considerate teaching.
•Training for teachers to enhance teaching skills and effectiveness.
•Teachers to be more understanding of students' personal challenges.
•Consistent grading and clarity in course expectations.

Suggestions Given by STEH

3. Student Welfare & Support (20):
•Better support for students' emotional and academic well-being.
•Accessible academic advising and support systems.
•More concern for students' physical and mental health.
•Encouragement and fairness towards students' individual situations.

Suggestions Given by STEH

4. Activities & Engagement (16):
•More engaging and meaningful extracurricular activities (STEH week, curricular and co-curricular events).
•Avoid pressure on students to attend activities, allowing them to enjoy.
•Encouraging active student participation without burdening them.

Suggestions Given by STEH

5. Curriculum & Academic Adjustments (16):
•Streamlining courses, such as moving CFE courses to later years.
•Reducing paper-based tasks for practical, hands-on experiences.
•More focus on practical skills rather than theoretical learning.

Suggestions Given by STEH

6. School Management & Administration (15):
•Transparency in fees and activities.
•Better organization in events and enrollment processes.
•Addressing concerns about the fairness and clarity of grading systems.

7. Internet & Technology (14):
•Stronger and more reliable Wi-Fi.
•Adequate technological support in classrooms.

Suggestions Given by STEH

8. Inclusivity & Diversity (10):
•More inclusive facilities for LGBTQIA+ members.
•Encouraging inclusivity and diversity in the classroom and events.
•Acknowledging Indigenous students' culture.

9. Miscellaneous (10):
•Various small suggestions like better faculty distribution, faster enrollment, and more organized academic schedules.

10. Facilities Maintenance & Improvements (9):
•Cleanliness and maintenance of facilities (e.g., comfort rooms, classrooms).
•Adequate restrooms with working facilities.

Suggestions Given by SOGS

1. Blended Learning & Online Modality (8):
•Strong support for continuing the blended learning modality, especially for students from distant locations or those who are employed. Some students requested fully online classes or the continuation of online studies for international students.

2. Wi-Fi and Technical Issues (5):
•Multiple mentions of the need for improved and stable Wi-Fi connectivity across the campus. Students expressed concerns about slow or unstable internet, particularly for online learning.

Suggestions Given by SOGS

5. Instructor Quality & Support (3):
•Requests for instructors who are well-versed in their subject matter and suggestions for seminars or CPD units, particularly in research areas, to further support faculty development.

6. Fairness in Attendance & Requirements (3):
•Suggestions for promoting fairness by incorporating attendance as part of the grading system (e.g., 10% of grades based on attendance) and reducing or lessening requirements for working students to manage their workloads better.

Suggestions Given by SOGS

1. **Classroom and Facility Improvements** (7)
- Cleanliness and maintenance (e.g., ceiling fans, air conditioning, tables, windows, curtains).
- Improved parking for law students.
- Improved restrooms near the building.

2. Technology and Digital Resources (11)
- Improve internet connection (WiFi in classrooms and law library).
- Better access to e-books and digital resources.
- Use of online classes (once a month) to alleviate student workload.
- Ensure Examplify software works as paid for (issues with its functionality and payment).
- Access to e-resources like e-SCRA for case studies.

Suggestions Given by SOGS

3. Faculty and Teaching (4)
- Hiring competitive lawyers/judges to improve the quality of teaching.
- Ensuring supervising lawyers who are more effective at teaching handle major subjects.
- Feedback from lawyers after assessments.
- Developing the sense of urgency, dedication, and understanding among law students.

4. Communication and Student Support (3)
- Establish a crisis communication system.
- Improved enrollment instructions for first-year students.
- Clearer instructions and training for using Examplify.

Suggestions Given by SOGS

3. Faculty and Teaching (4)

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- Improved enrollment instructions for first-year students.
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Suggestions Given by SOGS

5. **Overall Suggestions for Improvement** (2)

- Ensure proper planning for scheduling major subjects to avoid overlap.
- Provide more seminar opportunities for students.