

MODIFIED FORM A – DEPARTMENT/AGENCY PROGRESS RESULTS REPORT

AGENCY NAME: DON HONORIO VENTURA STATE UNIVERSITY

-1 List of Frontline Service/s	-2 Responsible Unit/s	-3 Identified Clients (per service)	-4 Number of Client Visits in FY 2021 (per service)	-5 Volume of Transactions in FY 2021 (per service)	-6 FY 2020 Improvements	-7 FY 2020 Results (evidence)	-8 FY 2021 Improvements	-9 FY 2021 Results (evidence)	-10 FY 2021 Citizen/Client Satisfaction Rating	-11 Remarks
<i>(ease of transaction, digitization, standardization)</i>										
1.OFFICE OF ADMISSIONS										
Application Procedure – General Admission	OA	STUDENTS VYING FOR ADMISSION: Graduate Studies 1st Year College Grade 11 Grade 7 2nd Courser	24, 834	24, 834	GoogleApplication	Application for admission in the University were facilitated even in the heights of lockdown	Application via Admission Portal	Studennts can apply anytime, anywhere as long as there is gadget and connectivity	Achieved a very Satisfactory Rating on rendered service	
Application Procedure - Change of Campus	OA	Bonafide DHVSU Students	Process was transferred at the Registrar's Office		GoogleApplication		Application via Admission Portal	Studennts can apply anytime, anywhere as long as there is gadget and connectivity	Achieved a very Satisfactory Rating on rendered service	
Application Procedure – Shifting	OA	Bonafide DHVSU Students	306	306	GoogleApplication	Application for admission in the University were facilitated even in the heights of lockdown	Application via Admission Portal		Achieved a very Satisfactory Rating on rendered service	
Application Procedure – Transferee	OA	Students from other higher education institution	392	392	GoogleApplication	Application for admission in the University were facilitated even in the heights of lockdown	Application via Admission Portal	Studennts can apply anytime, anywhere as long as there is gadget and connectivity	Achieved a very Satisfactory Rating on rendered service	
Application Procedure – Returnee	OA	DHVSU students who stopped and intend to reenroll	Process was transferred at the Registrar's Office"		GoogleApplication		Application via Admission Portal		Achieved a very Satisfactory Rating on rendered service	
2.OFFICE OF THE UNIVERSITY REGISTRAR										
Enrollment Procedure	OUR	All incoming Freshmen, shiftees, transferees, returnees and all regular students	2nd Sem-30,976 Sem- 41,646 Total -72622	1st 2nd Sem-30,976 1st Sem- 41,646 Total - 72622	Google Drive/FB Messenger/Email		Google Drive/FB Messenger/Email		Achieved a very Satisfactory Rating on rendered service	
Application for Authentication of School Records	OUR	All students and alumni of DHVSU	1820 school records	1820 scho0l records	Face to face transaction observing Health and Safety Protocols		Face to face transaction observing Health and Safety Protocols		Achieved a very Satisfactory Rating on rendered service	
Application for Certification, Authentication and Verification (CAV) of School Records	OUR	All students and alumni of DHVSU	173	173	Face to face transaction observing Health and Safety Protocols		Face to face transaction observing Health and Safety Protocols		Achieved a very Satisfactory Rating on rendered service	
Application for Certification of Document Requested	OUR	All students and alumni of DHVSU	35,461	35,461	Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols		Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols		Achieved a very Satisfactory Rating on rendered service	

Application for Certificate of Completed Academic Requirements (CAR)	OUR	All students and alumni of DHVSU	780	780	Face to face transaction observing Health and Safety Protocols		Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Issuance of Diploma	OUR	All graduates of DHVSU	2050	2050	Face to face transaction observing Health and Safety Protocols		Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Enrollment for New Students and Transferees	OUR	All students who qualified in the University Admission Test	14142	14142	Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols		Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Enrollment for Old, Continuing and Returning Students	OUR	All students who qualified in the University Admission Test	2nd Sem-22,495 1st Sem- 27,504 Total -49,999	2nd Sem-22,495 1st Sem- 27,504 Total - 49,999	Google Drive/FB Messenger/Email		Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Application for Grade Discrepancy Form	OUR	DHVSU Faculty	106	106	Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols		Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Application for Incomplete Grade Agreement Form	OUR	All DHVSU College Students with an Incomplete Grade	350	350	Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols		Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Application for Transcript of Records and Form 137 (Simple)	OUR	All students and alumni of DHVSU	8550	8550	Face to face transaction observing Health and Safety Protocols		Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Application for Transcript of Records and Form 137 (Complex)	OUR	All students and alumni of DHVSU	1300	1300	Face to face transaction observing Health and Safety Protocols		Google Drive/FB Messenger/Email Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Application for Transfer of Credentials (Honorable Dismissal) and Copy of Grades (COG)	OUR	All students and alumni of DHVSU	175	175	Face to face transaction observing Health and Safety Protocols		Face to face transaction observing Health and Safety Protocols	Achieved a very Satisfactory Rating on rendered service	
Filing of Application for Scholarship and Financial Assistance	OUR	All bona fide DHVSU students who are in tertiary level	2nd Sem-9808 1st Sem- 10064 Total -19872	2nd Sem-9808 1st Sem- 10064 Total - 19872	Official Email and social media page og various benefactor and Face to face transaction observing Health and Safety Protocols		Official Email and social media page og various benefactor and Face to face transaction observing Health and Safety Protocols	"Achieved a very Satisfactory Rating on rendered service "	
3.ACCOUNTING OFFICE									
Issuance of Clearance (for students with Outstanding Balance)		Student Clienteles	37	37			No longer required a promissory note; but instead said promise to pay is directly inputted in the student's account in the system		
Issuance of Clearance (for students without Outstanding Balance)		Student Clienteles	1,649	1,649	No longer required the students to affix their signatures on the record book	Reduced transaction time. This is evidence by the absence or minimized queue of students requesting clearances.	Since student's total fees are already covered by the Free Higher Education Act, the clearances were no longer required for enrollment. Only for those needing documents like transcripts, copy of grades and diplomas	Lessend the steps undertaken during enrollment.	
Issuance of Clearance (2 nd Copy)		Student Clienteles	2,737	2,737				Very Satisfactory	

Issuance of Statement of Account (SOA)		Student Clienteles	332	332	No longer required a written request for an SOA	Improved satisfaction rating coming from the clienteles and absence of complaint from them.	Immediately advice the students to proceed to purchase doc stamps after payment to Cashier's Office.	Students don't loose time coming to and from various offices.	
4.CASHIERING OFFICE									
Collection of Payments for Bidding Documents	Cashiering Office	Company representative	53	53	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
Collection of Payments for the Issuance of Certifications		Bonafide DHVSU Students	13539	13539	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
Collection of Payments for the Issuance of Certificate of Good Moral Character		Bonafide DHVSU Students	1389	1389	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
Collection of Payments for Rentals		Representative from Philippine Basketabll Association	7	7	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
Collection of Payments for Tuition Fees		Bonafie DHVSU Students	15960	15960	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
Issuance of Official Receipt for Clearance/Statement of Account		All students and alumni of DHVSU	3069	3069	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
Issuance of Official Receipt for the Reprinting of New Identification Card		Bonafide DHVSU Students	113	113	Face to face transactions following safety and health protocols		Application for online payment is on process		Achieved very satisfactory and satisfactory ratings on clients
5.ADMINSO									
Issuance of Certificate of Employment (COE)	HRMU	All DHVSU employees	402	402	Sent through email	Efficient delivery of service. Ease of Doing Business	Sent through email	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients
Issuance of Service Record	HRMU	All DHVSU employees	320	320	Sent through email/FB Messenger	Efficient delivery of service. Ease of Doing Business	Sent through email/FB Messenger	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients
Issuance of University Issued Identification Card (New)	HRMU	Newly-hired DHVSU Employees	240	240	Face to Face Transaction Following Safety and Health Protocols	Efficient delivery of service. Ease of Doing Business	Updated ISO enrolled forms and process Ease of transactions	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients
Reissuance of University Issued Identification Card (Replacement)	HRMU	Old DHVSU Employees	7	7	Face to Face Transaction Following Safety and Health Protocols	Efficient delivery of service. Ease of Doing Business	Updated ISO enrolled forms and process Ease of transactions	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients
Processing of Application for Leave of Absence	HRMU	All Teaching and Non-Teaching Permanent, Temporary, and Casual Employees	230	230	Face to Face Transaction Following Safety and Health Protocols	Efficient delivery of service. Ease of Doing Business	Updated ISO enrolled forms and process Ease of transactions	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients

Processing of Application for Monetization	HRMU	Non-Teaching Permanent, Temporary and Casual	182	182	Face to Face Transaction Following Safety and Health Protocols	Efficient delivery of service. Ease of Doing Business	Updated ISO enrolled forms and process Ease of transactions	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients	
Processing of Application for Retirement	HRMU	All DHVSU Retirees Employees	15	15	Face to Face Transaction Following Safety and Health Protocols	Efficient delivery of service. Ease of Doing Business	Updated ISO enrolled forms and process Ease of transactions	Efficient delivery of service. Ease of Doing Business	Achieved very satisfactory and outstanding ratings on clients	
6.OFFICE OF STUDENT AFFAIRS										
Id Validation Procedure	OSA	Old Students (2nd to 5th yr, Grades 8-10, and Grade12)	372	4,200	By schedule (physical visit in the office thru the class mayors)	Efficient delivery of services	Transactions are coursed through Class mayors	Facilitate transactions easily	Achieved a Very Satisfactory rating from clients	
Replacement of Old/Lost ID	MIS	All students concern	5	5	By request (thru OSA FB Page or OSA Email)	Efficient delivery of services	Improved business process	Timeliness of service rendered	Achieved a Very Satisfactory rating from clients	
Accreditation and Reaccreditation of Student Organization	USC	College based student organizations and Uniwide student organizations	64 students organization	64	Online Transaction	Efficient delivery of services, less time consumed, and paperless transaction	Improved business process	Effective delivery of service with less resources needed	Achieved a Very Satisfactory rating from clients	
Lost and Found Services	OSA	All students concern	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Filing and Resolving of Incident or Case	OSA	All students concern	4	4	Online Transaction	Reduced time in resolving cases	Improved business process	Resolved cases on time	Achieved a Very Satisfactory rating from clients	
Insurance Claim	OSA	All students concern	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Filing of Candidacy	SCOMELEC	Students vying for an elective position in the Student Council	20	20	Online Transaction	Efficient delivery of services, less time consumed, and paperless transaction	Improved business process	Effective delivery of service with less resources needed	Achieved a Very Satisfactory rating from clients	
Issuance of Certificate of Compliance for Outbound Activity	OSA	All students concern	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
7.OFFICE OF STUDENT SERVICES										
Medical Check-up	MEDICAL UNIT	FACULTY, NON TEACHING PERSONNEL AND STUDENTS	877	877	ON LINE /TELE CONSULTATION WAS ESTABLISHED	THERE WAS A REDUCTION OF THE TIME DURATION FOR CONSULTATION . EASY ACCESS TO MEDICAL SERVICES	THERE WAS AN IMPROVED PROCESS FOR ON LINE/TELE CONSULTATION AND PROPER PROFILING	PROPER CHANNELLING OF SERVICES NEEDED WAS ACTUALIZED IN THE CONSULTATION PROCESS AND IN THE MONITORING OF COVID PATIENTS AND CLOSE CONTACTS	100% SATISFACTION RATING	
Oral Check-up (Oral Examination)	DENTAL UNIT	FACULTY, NON TEACHING PERSONNEL AND STUDENTS	244	244	ON LINE /TELE CONSULTATION WAS ESTABLISHED	THERE WAS A REDUCTION OF THE TIME DURATION FOR CONSULTATION . EASY ACCESS TO DENTAL SERVICES	THERE WAS AN IMPROVED PROCESS FOR ON LINE/TELE CONSULTATION AND PROPER PROFILING	PROPER CHANNELLING OF SERVICES NEEDED WAS ACTUALIZED ON THE ORAL/DENTAL NEEDS OF THE CLIENTS	100% SATISFACTION RATING	
Service Complaint			NONE	NONE						
8.UNIVERSITY LEARNING RESOURCE CENTER										
Application for New Library Card	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	150	150	N/A	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	IMPROVED BUSINESS PROCESS	OUTSTANDING RATING	
Borrowing and Returning of Printed Library Resource Procedures	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	26,595	26,595	ON LINE LIBRARY ASSISTANCE	ARTA Compliant	"UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION "ONLINE INFORMATION RETRIEVAL	IMPROVED BUSINESS PROCESS	OUTSTANDING RATING	
Lost Library Card Procedure	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	N/A	N/A	N/A	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	N/A	N/A	

Interlibrary Request Letter Procedure	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	N/A	N/A	N/A	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	N/A	N/A	
Use of Audio Visual and Discussion Room Procedure (6 and 7)	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	N/A	N/A	N/A	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	N/A	N/A	
Signing of Clearance	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	2,000	2,000	FACE TO FACE TRANSACTION FOLLOWING SAFETY AND HEALTH PROTOCOLS	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	IMPROVED BUSINESS PROCESS	OUTSTANDING RATING	
Submission of Thesis/Dissertation Procedure	ULRC	Bonafide DHVSU Students Administration, Faculty, Non Teaching Personnel	437	437	FACE TO FACE TRANSACTION FOLLOWING SAFETY AND HEALTH PROTOCOLS	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	IMPROVED BUSINESS PROCESS	OUTSTANDING RATING	
Baggage Area Procedure	ULRC	Bonafide DHVSU Students	N/A	N/A	N/A	ARTA Compliant	UPDATED ISO ENROLLED PROCEDURE AND FORM/S IMPROVED BUSINESS TRANSACTION	N/A	N/A	
9.GUIDANCE AND TESTING OFFICE										
Issuance of Certificate of Good Moral Character	GTC	BONAFIDE DHVSU STUDENTS AND ALUMNI	991	991	Face to face transaction (Strictly adherence to health and safety protocol)	ARTA Compliant	Updated ISO enrolled forms and process Ease of transactions	ARTA Compliant	Achieved a very Satisfactory Rating on rendered service	
Counseling Intervention Services	GTC	BONAFIDE DHVSU STUDENTS	N/A	N/A	DIGITIZATION	Counseling request via Google form	Updated ISO enrolled forms and process	ARTA Compliant	Achieved a very Satisfactory Rating on rendered service	
Online Counseling Intervention Services	GTC	BONAFIDE DHVSU STUDENTS AND EMPLOYEES	2496	2496	Standardization	Counseling request via Google form	Updated ISO enrolled forms and process Ease of transactions	ARTA Compliant	Achieved a very Satisfactory Rating on rendered service	
Issuance of Class Admission Slip	GTC	BONAFIDE DHVSU STUDENTS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Psychological Testing Process	GTC	BONAFIDE DHVSU STUDENTS AND JOB APPLICANTS	83	83	N/A	Updated ISO enrolled forms and process	Updated ISO enrolled forms and process	ARTA Compliant	Achieved a very Satisfactory Rating on rendered service	
Issuance of Test Permit Process	GTC	STUDENTS VYING FOR ADMISSION	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
University Admission Test (UAT)	GTC	STUDENTS VYING FOR ADMISSION	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
10.MANAGEMENT INFORMATION SYSTEM										
ID Printing (New Student)	MIS	Employees / Students	0	0	- Since the Pandemic, the School has temporarily stop the issuance of ID to Students	N/A	To avoid F2F, Since the new system is online, the uploading of picture and eSignature of students is via the student portal		N/A	
Replacement of ID (Old Student)	MIS	Employees / Students	0	0	- Since the Pandemic, the School has temporarily stop the issuance of ID to Students	N/A	To avoid F2F, Since the new system is online, the uploading of picture and eSignature of students is via the student portal		N/A	
Encoding of Student Grades	Faculty / Registrar	Faculty	0	0	Encoding of Grades is thru ON-LINE 24/7	N/A	Encoding of Grades is thru ON-LINE 24/7		N/A	
ID Printing of Employees	MIS	Employees	250	242	We can integrate it in the Ticketing system of MiS	Log Book	We can integrate it in the Ticketing system of MiS			

11. CIVIL SECURITY UNIT										
· Issuance of Visitor's Pass	Civil Security Unit	Visitors with Official Business with DHVSU	13200	13200	Standardization	Updated Health and Safety Protocols	ARTA Compliant	Ease of Transaction	Very Satisfactory Rating	
· Procedure for Student's in Entering the University	Civil Security Unit	Bonafide DHVSU students	7920	7920	Standardization	Updated Health Safety Protocols	ARTA Compliant	Ease of Transaction	Very Satisfactory Rating	

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