

	<b>TARLAC STATE UNIVERSITY OFFICE OF UNIVERSITY EXTENSION SERVICES</b>	Document No.: TSU-OES-OM-02
		Revision No.: 00
		Effective Date: October 18, 2023
<b>PROCEDURE ON THE DELIVERY OF EXTENSION SERVICES</b>		Page 1 of 6

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#### 1.0 Revision History

Revision No.	Nature of Change	Effective Date	Author	Reviewed	Approved
00	Initial Issue	October 18, 2023	ALJON N. LUSONG	ENGR. EMIR LENARD S.F. SICANGCO	DR. MURPHY P. MOHAMMED

#### 2.0 Reference Policies/ Standards/ Interfaces

- Republic Act 11032 - Ease of Doing Business
- Republic Act No. 8292 - Higher Education Modernization Act of 1997, mandates State Universities (SUCs) to promote the establishment and development of research and *extension centers* (Sec. 4m)

#### 3.0 Purpose

To establish and maintain documented procedure in the submission and conduct of extension services/projects of colleges/offices.

#### 4.0 Scope

This procedure applies to all projects and services initiated and conducted by implementing college/office.


#### 5.0 Acronyms/ Terms and Definitions

##### A. Acronyms

CEDH	-	College Extension Department Head
CETS	-	College Extension Technical Staff
CDEPP	-	Community Development Extension Programs and Projects
ESP	-	Extension Service Provider
OES	-	Office of Extension Services
OUP	-	Office of the University President
PMERS	-	Project Monitoring, Evaluation and Reporting System
ESMD	-	Extension Service Management Department
SAS	-	Student Affairs Services
UEREC	-	University Extension Review and Evaluation Committee
OURD	-	Office of University Research Development
VPAA	-	Vice President for Academic Affairs


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
VPRDE - Vice President for Research Development and Extension

**B. Terms and Definitions**

- Extension Activity/Project - refers to the act of communicating and transferring of knowledge and technology to specific sectors and target clientele to enable and capacitate them to effectively improve production, communities, institutions, and the quality of life. It can be through technical programs, assistance and advisory services, communication or information services, community outreach activities, and/or technology transfer and utilization.
- Special Order - refers to the issued document for services with honoraria or any other equivalent remuneration such as faculty equivalent teaching load or service credit and shall be approved by the President.
- Work Order - refers to the issued document for services rendered on official time and voluntary in nature (no honorarium) and shall be approved by the Vice President for Research Development and Extension.
- Extension Service Provider - refers to a faculty, non-academic personnel or guest expert of the university who is willing to serve as agent of extension services whose established expertise and/or competence is within the technical requirements of the functions, programs and/or projects of the OUES and partner-beneficiaries.

**6.0 Process Cycle Time/ Fees**

Process Cycle Time	Processing Fees		
	Item	Description	Amount
<ul style="list-style-type: none"> <li>Simple Simple (3 to 5 working days)</li> </ul>	Step 1	-	N/A
	Step 2		
	Step 3		
	Step 4		
	Step 8		
<ul style="list-style-type: none"> <li>Complex (7 working days)</li> </ul>	Step 9		
	Step 2	-	N/A
	Step 5		
<ul style="list-style-type: none"> <li>Highly Technical (20 working days)</li> </ul>	Step 7		
	Step 2	-	N/A

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## 7.0 Procedure Details

Steps	Activities	Responsible
<b>PRE-OPERATIONAL PROCESS</b>		
1. Receiving of the Extension Documents	<p>The responsible person will receive the extension activity proposal and other supporting documents from the College Extension Department Head (CEDH), College Extension Technical Staff (CETS) or Extension Service Provider (ESP) by stamping "Received by" with actual date of receipt.</p> <ol style="list-style-type: none"> <li>a. The CEDH, CETS or ESP will submit the extension activity proposal and supporting documents through the endorsement of the College Dean and VP for Academic Affairs (VPAA) to OES at least eight (8) working days before the start of the activity.</li> <li>b. If the extension activity involves the participation of student organization, the Adviser will be included as one of the signatories.</li> <li>c. If the extension activity is office initiated, the Director and Vice President of the implementing Office will be included in the signatories, while the VPAA will be excluded.</li> </ol> <p>If the activity involves the participation of student organization, additional documents will be required (refer to Student Off-Campus Policy of Student Affairs Services (SAS).</p> <p>If the extension activity is originated from on-going and/or completed research study, a documented proof or certification from Office of University Research Development (OURD) is required.</p>	Clerk, Technical Staff
2. Evaluation of Extension Documents	<p><b>For regular extension activity and projects:</b></p> <p>Using the TSU-OES-SF-03, the responsible person will evaluate the extension activity proposal and supporting documents within two (2) working days upon receipt.</p> <ol style="list-style-type: none"> <li>a. Evaluation will focus on the technical component of the proposed extension activity and its contribution to the University targets.</li> </ol> <p><b>For Community Development Extension Programs and Projects (CDEPP):</b></p> <p>The responsible person will evaluate CDEPP proposal and supporting documents within twenty (20) working days upon receipt.</p> <ol style="list-style-type: none"> <li>a. Evaluation will focus on the criteria and percentages, to wit: Contribution to National / Regional / Local Development Thrust including impact to the beneficiaries/clients (40%); Resources Generations/sourcing/Linkages (20%); Innovation (15%); Integration/Utilization of Research Outputs (15%); and Gender Responsiveness (10%).</li> <li>b. In case additional documents or any necessary corrections are needed, the responsible person shall return the affected document/s to the proponent with notification slip.</li> </ol>	<p>Technical Staff, Department Head</p> <p>UERIC</p>
3. Preparation of Special Order and/or Work Order	<p>Once the extension documents (extension proposals and CDEPP proposals) are evaluated along with its attachments, the Special Order and/or Work Order of the ESP must be prepared.</p> <ol style="list-style-type: none"> <li>a. WO will be prepared if the nature of service of involved ESP is Official Time or Voluntary – Signatories are: OES Department Head, OES Director, VPRDE.</li> </ol>	Department Head

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	<p>b. SO will be prepared if the nature of service of involved ESP is Honorarium or Service Credit – Signatories are: OES Director, Head of Budget Management Unit, Chief Finance Office, VPRDE and the University President. (However, involved ESP shall only be entitled to receive honorarium or service credit for extension services rendered beyond the minimum number of hours per semester detailed in the TSU-OES-OM-01 Page 50 and 51 Granting of Honoraria and Service Credit.</p> <p>c. If the extension activity is office initiated, the OES Department Head will be the one to prepare the order following the signatories depending on the nature of service of ESP.</p>	
4. Endorsement of Extension Documents	<p>The responsible person will endorse the evaluated extension activity proposal with attachments and prepared SO/WO to VP for Research Development and Extension and University President within two (2) working days after the evaluation.</p> <p>a. For those extension activities that requires funding, the documents will be forwarded to the Budget and Accounting Office for funds certification prior to the final approval.</p> <p>b. Once approved, specific/each component of the CDEPP will be processed individually following the standard procedure for short-term projects.</p>	OES Director, VPRDE, Clerk
5. Approval Tracking of Extension Documents	<p>The responsible person will track the approval progress of extension documents, and timely update the concerned CEDH, CETS and/or ESP for the status.</p>	Clerk
<b>OPERATIONAL PROCESS</b>		
6. Conduct of Monitoring and Administration of Customer Satisfaction Survey	<p>On the date of extension activity, either of the responsible person will administer the customer satisfaction survey along with monitoring the actual service intervention.</p> <p>a. If the service mode of delivery is online, CEDh or ESP will provide advanced copy of meeting ID or link to CETS.</p> <p>b. If the service mode of delivery is onsite, CETS will process separately the logistical documents required by the Office of VP for Administration and Finance.</p> <p>c. In case there are discrepancies observed during the monitoring activity, all issues and concerns shall be reflected in the post activity report and shall be submitted to OES.</p>	CEDH, CETS, ESP
<b>POST-OPERATIONAL PROCESS</b>		
7. Receiving of post reportorial documents	<p>The responsible person will receive the post activity reportorial documents from CEDH, CETS or ESP by stamping “Received by” with actual date of receipt.</p> <p>a. The CEDH, CETS or ESP is required to submit the post activity reportorial documents within ten (10) working days after the completion of extension activity. On the 7<sup>th</sup> day, there will be a gentle reminder on the due for the submission of the post-activity reports)</p> <p>b. Post Reportorial Documents:</p> <p>Accomplishment Report (TSU-OES-SF-12)</p> <ul style="list-style-type: none"> <li>With complete notes and narrative of all the concerns, unintended activities, and discrepancies experienced during the implementation of the extension activity.</li> </ul>	Clerk, Technical Staff, Department Head


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	<ul style="list-style-type: none"> <li>It must be signed by the technical staff (or the person who prepared it), the CEDH, and the Dean.</li> </ul> <p>Attendance (TSU-OES-SF-04)</p> <ul style="list-style-type: none"> <li>It must be signed by the one who prepared it and verified by one of the beneficiaries (If in case that they were unable to ask the focal person of the beneficiaries to sign and verify the attendance sheet on the implementation date, the CEDH can do so instead).</li> <li>The number of attendees who will sign the attendance sheet must be the same with the total number of participants that will reflect in the accomplishment report. If not, there should be written justification in the report.</li> </ul> <p>Certificate of Recognition/Appreciation</p> <ul style="list-style-type: none"> <li>All the copies of the ESPs certificates must be submitted.</li> <li>The certificate will come from the beneficiaries.</li> <li>If the beneficiaries were unable to provide certificates to the ESPs after doing follow-ups, a template of certificate will be provided by the office if requested. The ESPs of the technical staff can draft/create a certificate using the given template by the office instead, and let/ask their beneficiary sign it.</li> </ul> <p>Customer Satisfaction Survey (TSU-OES-SF-07)</p> <ul style="list-style-type: none"> <li>It should be at least 70% of the total beneficiaries who will attend the extension activity.</li> <li>It should be one (1) customer satisfaction survey per ESP.</li> </ul> <p>The responsible person will review and check the appropriateness and completeness of documents within two (2) working days upon receipt.</p> <p>a. In case additional documents or any necessary corrections are needed, the responsible person will notify the proponent through a notification slip.</p>	
8. Assessment of the Submitted Post Reportorial Documents	Once found completed, an Extension Service Post-Monitoring Report will be prepared and must be signed by the OES Department Head or Director and be endorsed to the implementing colleges/offices.	Technical Staff, Department Head, Director
9. Encoding and uploading of post-reportorial documents	Once acknowledged by the implementing colleges/offices, all post reportorial documents will be endorsed for uploading in PMERS. If all the post reportorial documents are completed, the PMERS will automatically issue a Certificate of Completion.	Technical Staff, Admin Aide II

### 9.0 Retained Documented Information

Extension Service Request Form (TSU-OES-SF-01) or Request Letter

Endorsement (TSU-OUP-SF-01)

Extension Service Proposal Form (TSU-OES-SF-02)


Extension Service Proposal Review and Endorsement Form (TSU-OES-SF-03)

Memorandum of Agreement or Memorandum of Understanding (if unique or new beneficiary)

Needs Analysis Report (if applicable)

Activity Program (if applicable)

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


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- Teaching Load (if applicable to service category)
- Special Order or Work Order
- Accomplishment Report (TSU-OES-SF-12)
- Attendance (TSU-OES-SF-04)
- Certificate of Recognition/Appreciation of the ESP
- Customer Satisfaction Survey (TSU-OES-SF-07)
- Extension Service Post Monitoring Report (TSU-OES-SF-11)



Prepared by:	Reviewed by:	Approved by:
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Department Head, OES	Director, OES	Vice President, RDE

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