	TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES Ayala Blvd., Ermita, Manila, 1000 Philippines Tel No. +632-301-3001 ____ 709 Fax No. +632-521-4063 Email: ____@tup.edu.ph Website: tup.edu.ph	Index No.	PM-AAA-B.B
		Issue No.	00
		Revision No.	00
	PROCEDURES & WORK INSTRUCTIONS MANUAL	Date	MM/DD/YYYY
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Subject X.Y	Request to Conduct Needs Assessment	QAC No.	CC-MM/DD/YYYY

Purpose:

This documented information aims to ensure that requests for conducting assessment of needs of the community, industry, beneficiary, partner, or clientele are carefully reviewed and approved according to the extension mandate, in compliance to University policies, and statutory/regulatory requirements.

Scope:

This procedure covers the conduct of needs assessment by the colleges and campuses in the targeted community, industry, beneficiary, partner, or clientele. The arising solutions to the needs must be relevant with the identified priorities and thrusts of the University and the national government.

Responsibility and Authority:

The preparation of University Extension Service (UES) programs shall be done on an annual basis by the UES office in coordination with the extension coordinators of various colleges and campuses of TUP.

Each college or campus shall conduct needs assessment to a certain partner before crafting and submitting the extension project proposal. This request for needs assessment shall undergo recommendation from the Department Head, College Extension Coordinators, Campus Assistant Director for Research and Extension (ADRE), or Extension Head, the College Dean, the UES Director, and the Vice President for Research and Extension.

Key Performance Indicators:

1. Efficiency (E)

1.1 Completed tasks with at least 90% accuracy / 10% corrections.

2. Quality (Q)

2.1 Achieved at least 80% customer satisfaction.

2.2 Received 0 complaint.

2.3 Received at least 1 customer commendation/wow experience.

3. Timeliness (T)


3.1 Completed highly technical transactions (scientific tasks etc.) within 20 days average.

Relevant Fees: None

Nature of Transaction:

References:

1. REF-UES-INT-MOP-Manual of Operations of Extension Services 2007
2. F-UES-4.2-CAF.Community Needs Assessment Form

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Request to Conduct Needs Assessment in the Community Procedure Details:

