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MESSAGE

As a higher education institution (HEI), we typically see our function as three-sided.

We teach. We do research. We serve the community.


As a state university, we are all the more bound to direct our efforts towards creating a better life for the Filipinos and attain the goals of Ambisyon 2040.

It then becomes imperative for us to be proactive and ceaselessly look for ways how best we could provide effective and efficient programs and services to the people and places around us.


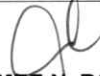

Through our Extension Services Management Office, we work with our community partners, believing that collaboration and partnership strengthen our community service as we bring the knowledge, insight, and energy of TSU to create strong and vibrant communities around us.


Our committed team of faculty, staff, and students across the university as well as our community partners who devote their time, talents, and resources to the task are guided in this undertaking by an excellently crafted Operations Manual.

We welcome this Manual as an invaluable tool to assist all the people involved in achieving the objectives of the extension programs of the Tarlac State University and successfully engage the diverse communities around us.

  
DR. MYRNA Q. MALLARI  
President



PREPARED BY:  <b>EMIR LENARD S. SICANGCO</b> OIC- Director, ESMO	REVIEWED BY:  <b>DR. ARMEE N. ROSEL</b> VP, RES	APPROVED BY:  <b>DR. MYRNA Q. MALLARI</b> President, TSU
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### FOREWORD


Extension service has always been an integral component of Tarlac State University which is mandated to go hand in hand with instruction, research, and production. The tasks and responsibilities of extension service has a very crucial role to play in the development of communities, especially the underserved and the depressed. In this rapidly evolving world with its rapidly evolving obstacles and challenges it is imperative that the knowledge on extension services be continuously improved, updated, and disseminated.

Thus, this Operations Manual prepared by the University Extension Services Management Office (ESMO) is an important triumph for the continual improvement of the Extension Services provided. This Manual will serve as a guide so the university can respond sufficiently and adequately to the training needs of communities, industries, public and private agencies, and to the members of the academe.

It is not easy to put together programs, formulate processes, and comprehensibly carry out these procedures. However, the ESMO team stayed present and committed in making this operation manual come to life. This Operations Manual would not have been completed without the strong support and useful contributions of the ESMO unit heads and staff, especially its OIC Director, Engr. Emir Lenard S.F. Sicangco who has taken the initiative, and provided the leadership, in conceptualizing and producing this publication.




It is envisioned that the TSU-ESMO would continuously extend quality services, uplift the people of the community, increase their awareness, and magnify positive involvement. I hope that by publishing this Manual, our University will succeed in all its extension undertakings.


Congratulations, and God bless the Tarlac State University! God bless the entire ESMO Family!



**DR. ARMEE N. ROSEL**  
Vice President, Research and Extension Services



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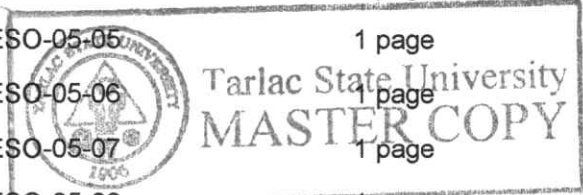
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Extension Project Implementation	TSU-ESO-05-07	1 page
Monitoring and Assessment	TSU-ESO-05-08	1 page
Funding Extension Projects	TSU-ESO-05-09	1 page



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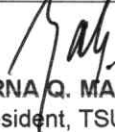
**SECTION 6: EXTENSION SERVICE REWARDS**


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Extension as an institutional function started sometime in 1974 under Jose Lacson's stewardship under Extramural Studies and Extension Services (ESES). Its main program component was Rural Life Development, hence the Institute of Rural Life Development (later renamed as Institute of Rural Life Technology), which offered a four-year secondary agri-based program in 1975. Graduates of the program were encouraged to enter into a two-year vocational course, which was also agri-based, a response to the government's thrust of promoting agricultural development in the countryside under the direction of Prof. Rizal V. Ganiban.




In 1983, the ESES was reestablished as a separate office directly under the College President's office with Professor Adoracion Y. Nogoy. It offered non-formal education programs that aimed to help the out-of-school youth, continuing education, and special projects to enhance other sectors' effectiveness. The office was also tasked to monitor income generating projects of the college. Believing that the extension is not only for the outside clients, projects like success lessons and evaluation for the faculty and staff were also initiated and taken care of by the office.

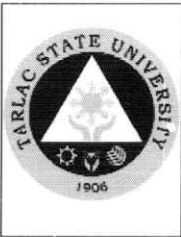
When Dr. Ernesto Cosme was appointed as the OIC President of Tarlac State University in 1992, the extension and research were merged into one under the leadership of Prof. Nogoy. When Dr. Alejandro Fernandez was appointed as the president of the University, and the retirement of Dr. Nogoy happened, the leadership was turned over to Dr. Alfredo M. Conte. When Dr. Rodolfo Baking took over the University's presidency in 1995, he separated research from the extension. The research was under the leadership of Dr. Victoria Gengania, while Dr. Conte continued his stewardship as the Director of Extension. This led to the designation of chairpersons to take charge of the various functions and areas of concern and programs and the designation of College Extension Coordinators whose main function is to link the University Extension Office and the different colleges. Extension initiatives were undertaken in collaboration with civic organizations, religious organizations, and local government units. Upon granting level III A status of the University under President Dolores G. Matias's leadership, Dr. Gengania was appointed Vice President for Planning, Research, and Extension in 2002. She filed her one-year Sabbatical leave starting June 2005, and Dr. Conte took over her position as OIC up to his retirement on March 6, 2006.

Upon Dr. Conte's retirement, Dr. Glenard T. Madriaga took over the leadership to continuously extend quality services by sharing the University's expertise in uplifting the socio-cultural, technological, educational, and environmental condition of the populace towards sustainable development. Under his leadership, the University Extension Manual was approved by the Board of Regents under Resolution No. 39 series of 2008 dated June 9, 2008.

Dr. Madriaga's appointment as Vice President for Research, Extension, and Development on February 16, 2008, led to Prof. Redemptor G. Toledano's designation, serving then as Cluster Chairman for Consultancy and Special Project, as the Director of UEO. These offices were renamed Vice President for Research and Extension Services and TSU Extension Services Office accordingly. Under the directorship of Prof. Toledano, the services delivered by UESO were organized and clustered under five university extension programs. These include the Community Development Program, which assists in identifying the needs of a community and matching these with the capabilities of the institution; the Industry Development Extension (InDEx) Program, which is aimed at providing services to small and medium enterprises to increase their productivity; the Institution-Public-Private Sector Partnership Program; the Extension Support Services Program (ESSP); and the Student Extension Experience (SEE) Program. It was also during the leadership of Dir. Toledano that the operation of the unit was certified to ISO 9001:2008 Quality Management System. The University Extension Manual was then converted into the TSU Extension Services Guide under BOR Resolution No. 66 series of 2009 dated November 4, 2009. In 2017, the office's ISO certification was migrated to ISO 9001:2015 version and was maintained until the end of the term of Prof. Toledano in June 2020.

The office has established the Professional Development Services (PDS) Program (2016) through effort and commitment. This income generating unit helps professionals enhance their level of professionalism and integrity by conducting training and consulting activities for requesting parties. In the following year, the BOR approved the establishment of the Regional Center on Resources and Development of Indigenous Peoples (RCRDIP) to provide technical support for protecting and promoting indigenous cultural communities' interests and well-being indigenous peoples.




PREPARED BY:  <b>EMIR LENARD S. SICANGCO</b> OIC- Director, ESMO	REVIEWED BY:  <b>DR. ARMEE N. ROSEL</b> VP, RES	APPROVED BY:  <b>DR. MYRNA Q. MALLARI</b> President, TSU
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In 2018, the University's organizational structure changes led to the designation of Dr. Madriaga as Vice President for Administration and Finance, and Dr. Armee N. Rosel as the new Vice President for Research and Extension Services.

Meanwhile, with the resignation of Prof. Toledano as the UESO Director, Engr. Emir Lenard S.F. Sicangco, previously Head of the ESSP Program of UESO (2008-2016) and the Director of Technology Development, Transfer and Commercialization from 2016, assumed leadership as the concurrent OIC Director of the UESO from June 9, 2020, to the present. Under the leadership of Engr. Sicangco, the UESO was renamed into University Extension Services Management Office (ESMO) with the following units; Planning and Monitoring Unit, Project Management Unit, Extension Affairs Unit, and the Extension Studies and Publication Unit.



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The Operations Manual is based on several mandates and framework as embedded in legislative acts, executive issuances, and as enshrined in the university's vision and mission statements.

**1. Republic Act No. 8292**

Republic Act No. 8292, known as the "Higher Education Modernization Act of 1997," mandates State Colleges and Universities (SUCs) to promote the establishment and development of research and *extension centers* (Sec. 4m).

**2. Republic Act No. 6764**

RA No. 7664, known as "An Act Converting the Tarlac College of Technology into a State University to be known as the Tarlac State University (TSU), provides that "The University shall provide advanced instruction in literature, philosophy, the sciences, and the arts and shall also offer professional and technical *training courses*."

**3. Executive Order 605**

EO 605 orders for "Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program, amending for the Purpose Administrative Order No. 161, s. 2006" and likewise enjoined SUCs to establish ISO Quality Management Systems (ISO-QMS) and be certified accordingly.

**4. TSU Vision**

Tarlac State University is envisioned to be a premier university in the Asia-Pacific Region.




**5. TSU Mission**

Tarlac State University commits to promote and sustain the offering of quality and relevant programs in higher and advanced education, ensuring equitable access to education for people empowerment, professional development, and global competitiveness

Towards this end, TSU shall:

1. Provide high-quality instruction through qualified, competent, and adequately trained faculty members and support staff;
2. Be a premier research institution by enhancing research undertakings in the fields of technology and sciences and strengthening collaboration with local and international institutions; and
3. Be a champion in community development by strengthening partnerships with public and private organizations and individuals.



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Extension Services Management Office  
Operations Manual

TSU-ESO-02-02

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Subject: University Extension Agenda 2020-2022

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The Tarlac State University aims to be a champion in community development by strengthening partnerships with public and private organizations and individuals and offering relevant extension programs in line with the University's academic program offerings, expertise, and resources. All of these are geared towards human security, sustainable communities, and inclusive nation-building.

University Extension Agenda	Possible Extension Areas
1. Quality Education and Human Capacity Development	Literacy; numeracy; educational reforms and innovation skills development; value formation and restoration; personality development; continuing education; professional development
2. Food Security, Good Health and Nutrition	Reproductive health; family planning; maternal health; child care; promotion of healthy lifestyle; disease prevention; drug discovery; ICT for health; mental health; health service delivery; food safety; functional foods
3. Promotion of Language, Arts, History and Culture	Cultural awareness and preservation; tourism
4. Technology Promotion and Advancement	Transportation solutions; clean and renewable energy; ICT; infrastructure
5. Economic Growth and Enterprise Development	Manufacturing; food production and processing; business planning; industry development; financial literacy; regulatory compliance; global competitiveness
6. Good Governance and Promotion of Human Rights, Equality, Justice and Peace	Policy recommendation; ICT for governance; gender and development; indigenous peoples; advocacies against discrimination, violence and crime; legal services
7. Environmental Protection, Climate Change Adaptation, and Disaster Risk Reduction	Management of natural resources and environment; ICT for disaster risk reduction; risk assessment; policy recommendation



TARLAC STATE UNIVERSITY  
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**1. TSU-ESMO Goals**



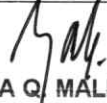
The ESMO strives for the continual improvement of the university's extension management system towards contributing to the improvement of the quality of life.


**2. Objectives**

The ESMO aims to attain the following objectives every year:

- a. timely implementation and completion of the annual plan of the office;
- b. timely evaluation and processing of all extension project proposals submitted by various colleges;
- c. conduct of monitoring and evaluation of all the delivery and implementation of extension projects by various colleges;
- d. maintain updated information and data on the Project Monitoring and Evaluation Reporting System of the Office;
- e. submission of all reportorial documents required by internal and external interested parties within the prescribed timeline;
- f. plan and manage the conduct of impact assessment of completed extension projects;
- g. timely dissemination of extension studies, programs, policies, and accomplishments through print and/or online platforms;
- h. conduct of at least one extension study towards policy recommendations and continual improvement of office operations;
- i. implement the planned capacity building activities for extension chairpersons and extension service providers;
- j. plan and facilitate extension activities towards increasing and strengthening local and international Institution-Public-Private Sector Partnerships;
- k. maintain safe working conditions and operations for all employees of the office;
- l. compliance on environmental policies, programs, and requirements of the university; and
- m. obtain a customer satisfaction rating of at least 2.5.



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
**1. General Function**

The University Extension Services Management Office's general function is to manage and supervise the realization of the University's extension mandate towards contributing to the vision of becoming a premier university in the Asia-Pacific Region.


**2. Specific Functions**

- a. Undertake overall coordination of extension activities of the University.
- b. Consolidate the extension plans of the colleges as inputs to the University extension plan.
- c. Conduct monitoring and evaluation of the implementation of extension projects.
- d. Manage the conduct of impact evaluation of extension projects.
- e. Develop and implement a capacity development program for extension service providers and management personnel.
- f. Establish linkages and partnerships with industries, government agencies, non-government organizations, and individuals
- g. Serve as the central repository of documents relating to the extension mandate of the University.
- h. Disseminate extension-related information through various platforms.
- i. Consolidate and provide reports to internal and external interested parties, as required.
- j. Conduct studies geared toward improving the management and conduct of extension services.
- k. Propose policies, processes, procedures, and mechanisms to ensure the University's extension function's continual improvement.
- l. Implement approved policies, guidelines, procedures relating to extension services.



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
1. **President**
  - Provide overall direction towards the realization of the extension function of the University.
  - Endorse requests for extension service to the Vice President for Academic Affairs.
  - Approve extension-related matters and documents such as, but not limited to, extension project proposals, office requests, office procedures, and forms.
2. **Vice-President for Research and Extension Services**
  - Provide technical advice and assistance to the ESMO.
  - Review policies, procedures, processes, guidelines, and proposals prepared by the ESMO.
  - Recommend to the University President the approval of extension-related matters and documents such as, but not limited to, extension project proposals, office requests, office procedures, and forms.
- 3 **Director**
  - Supervise the overall operations of the office.
  - Coordinate with industries, government agencies, non-government organizations, and individuals for potential linkages or partnerships.
  - Evaluate and endorse extension project proposals for approval by the top management.
  - Propose policies, guidelines, and processes towards the continual improvement of the management and delivery of extension services.
  - Facilitate the development and updating of the University Extension Agenda.
  - Provide technical assistance to faculty members in developing extension plans, programs, projects, and other extension-related concerns.
  - Facilitate the implementation of special projects.
  - Submit plans and reports required by internal and external interested parties.
  - Represent the office in various University activities and the University in various external extension-related activities.
4. **Unit Heads**


4.1. **Project Management Unit**
  - Evaluate extension project proposals submitted by extension service providers.
  - Facilitate the approval process of extension project proposals.
  - Plan and manage the monitoring and evaluation of approved extension projects.
  - Review and package extension documents submitted by extension service providers.
  - Provide technical assistance to extension service providers on extension project documentation concerns.
  - Recommend policies, processes, and guidelines for continual improvement of the systems and operations of the unit.

4.2. **Planning and Monitoring Unit**
  - Program college extension targets based on university targets.
  - Prepare reports and package pieces of evidence as required by internal and external interested parties.
  - Monitor the accomplishment of targets of the colleges and the office.
  - Manage the online Project Monitoring and Evaluation Reporting System (PMERS).
  - Update extension targets and accomplishments in the online Institutional Performance and Information Management System (IPIMS).
  - Coordinate with other offices to gather data and information relevant to the office's planning and monitoring activities.
  - Recommend policies, processes, and guidelines for continual improvement of the systems and operations of the unit.

4.3. **Extension Affairs and Training Unit**
  - Manage the extension learning and development program for office personnel and extension service providers.
  - Coordinate the planned activities with concerned internal and external interested parties.
  - Manage the conduct of training needs assessment among office personnel and extension service providers.



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- d. Manage internal and external extension affairs.
- e. Serve as liaison between the office and other offices in the University.
- f. Recommend policies, processes, and guidelines for continual improvement of the systems and operations of the unit.

**4.4. Extension Studies and Publication Unit**

- a. Plan and manage the conduct of impact assessment of extension projects delivered by the colleges.
- b. Identify, plan, and manage other studies related to office operations and the delivery of extension services by the colleges, such as but not limited to the effectiveness of the processes, performance of the extension service providers, linkage, and emerging challenges and limitations.
- c. Coordinate with colleges regarding the submission of news articles and information related to the delivery of extension services.
- d. Prepare, layout, and package directory of experts, extension newsletters, the book of abstracts and other information materials related to office operations, and the colleges' delivery of extension services.
- e. Conduct regular review and updating of information materials.
- f. Manage and maintain updated information/status on various official online platforms.
- g. Plan and manage the dissemination and/or publication of completed extension studies, newsletters, the book of abstracts, and extension information materials.

**5. Technical Staff**


- a. Perform delegated technical tasks under at least one unit of the office.
- b. Perform other tasks as will be assigned.

**6. Support Staff**

Perform various clerical tasks in the office, including, but are not limited to, the encoding of information on the computer, routing of documents to collect signatures; submission, transmittal, or retrieval of documents; proper filing of office documents; and proper storage of office supplies and equipment.



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	<b>Subject: College Extension Services Units</b>		Effectivity Date: March 5, 2021	

Section 1




There shall be an Extension Services Unit (ESU) established in each college chaired by Extension Chairpersons and headed by the College Dean as approved by the University President.


Section 2

The specific functions of the ESUs are:

- Plan, develop and implement extension projects/activities relative to the thrust of the program ;
- Submit and coordinate with ESMO for the approval of extension project proposals prior service delivery;
- Facilitates and coordinates documentation of all extension projects and activities following the established control of documents and records procedure of the university ;
- Maintain and submit copies of documentary requirements relative to the delivery and conduct of extension services to ESMO;
- Conduct and document internal monitoring of on-going projects and status of extension physical work plan of the program ;
- Identify and qualify the Extension Service Providers among faculty members needed for the delivery of services required for approved extension programs, projects and/or activities; and
- Recommend policies, systems and procedures for the continual improvement of the delivery of extension services.



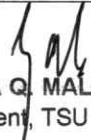


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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-03-05</b>	
	<b>Section 3: Organizational Composition and Functions</b>		Revision: 00	Page 1 of 1
	<b>Subject: Extension Chairpersons</b>		Effectivity Date: March 5, 2021	

1. The College Dean shall designate an Extension Chairperson at the start of each calendar year who shall serve as the college's focal person regarding all extension activities related to the college program.
2. Designations must only be given to faculty members with permanent status.
3. The University President shall approve all appointments through the issuance of Special Order.
4. Extension Chairpersons shall have the following functions;
  - a. Assist in the coordination of college/program extension projects with ESMO, beneficiaries and service providers
  - b. Provide technical assistance to the college/program on concerns relating to the planning, implementation and monitoring of extension projects
  - c. Provide technical assistance to extension service providers on concerns relating to the preparation and submission of documentary requirements of extension projects
  - d. Prepare and submit extension accomplishment reports of the college/program to the ESMO.
  - e. Attend required meetings and capacity building activities and disseminate information and learnings to the college/program faculty members.



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Extension Services Management Office  
Operations Manual

TSU-ESO-03-06

Section 3: Organizational Composition and  
Functions

Revision: 00

Page 1 of 1

Subject: Extension Service Providers

Effectivity Date: March 5, 2021

1. The UESO shall mobilize faculty members of different colleges as ***“Extension Service Providers”*** to deliver their expertise towards the realization of the mandate and attainment of objectives of the ESMO
2. An Extension Service Provider is 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 ESMO and partner beneficiaries.
3. Only those who are qualified and willing to deliver extension services shall be considered as Service Providers.
4. The qualification of Extension Service Providers shall be reviewed and assessed by the ESMO Director in coordination with the concerned college dean or head of unit.
5. The qualification shall follow approved criteria and shall be based on competencies relevant to the specific project component under which the service provider shall serve.
6. The university president shall approve the selection of qualified service providers through the issuance of a special order.
7. The Extension Service Provider has the following duties and responsibilities
  - a. Coordinate proposed extension projects with UESO, beneficiaries and other key stakeholders.
  - b. Plan extension projects and prepare and submit corresponding proposals for approval by the top management.
  - c. Prepare and submit documentary requirements relating to proposed or approved extension projects.
  - d. Implement approved extension projects.



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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-04-01</b>	
	<b>Section 4: Scope of Extension Services</b>		Revision: 00	Page 1 of 2
	<b>Subject: Extension Programs and Services</b>		Effectivity Date: March 5, 2021	

The different colleges of the University plan and manage various extension projects and services aligned with their specific academic program mandates which are anchored under the following extension programs of the University towards its goal of becoming a champion in community development;

**1. Sustainable Community Development (ComDev) Program**

The ComDev Program provides assistance in identifying the needs of a community and matching these with the capabilities of the institution towards development. The community will serve as a model by which technical and non-technical assistance is provided by the university to the people within so that a change in socio-cultural, physical, technological and environmental condition ideal for sustainable development is created as a model, the success and lessons learned can be duplicated by other communities under the same condition or situation.

The program seeks to provide technical assistance to improve the physical condition of the community and provides assistance through technology, knowledge and skills in improving the quality of their lives. It will integrate all the necessary factors to development; hence, the approach will be holistic.

**2. Industry Development Extension (InDEx) Program**

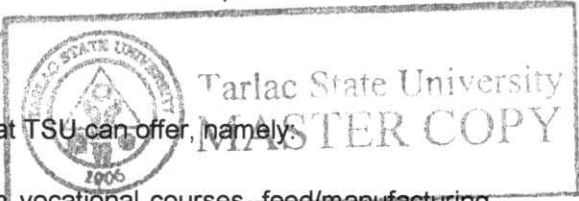
The InDEx Program aims to provide technical advises and consultancy services to micro-cottage, small, and medium enterprises in order to increase their productivity and assist in graduating them to the next enterprise level. Enterprises identified are provided assistance in identifying and assessing their technical and non-technical needs or problems by university experts.

An enterprise level assessment is conducted on the identified needs through firm walk-through, measurements, interviews and others. In the end, short-term and long-term recommendations are provided in response to the identified needs. Experts will also provide assistance in installing whatever recommendations are to be adopted by the firm and, likewise, in the measurement of parameters to determine impact of the assistance.


**3. Extension Support Services Program (ESSP)**

The ESSP provides specific support services that TSU can offer, namely:

- a. Non-formal education on short-term vocational courses, food/manufacturing technologies and development of cultural skills and arts;
- b. Continuing education – upgrade competencies of professionals and uplift the social, cultural, economic and physical well-being and capabilities of the elderly, the youth and other organizations such as cooperatives, people's organizations and others;
- c. Technical Assistance – provide expertise to walk-in clients in addressing specific technical problems being encountered specifically for the industry sector including local government units and other organizations/associations.
- d. Effective governance includes assistance on urban planning, land use planning and sustainable development, computerization of governance, etc.



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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-04-01</b>	
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4. Student Extension Experience (SEE) Program




Leaders and members of recognized student organizations are basically stakeholders in this program as they will lay the major role of planning, identifying, fund sourcing and implementing extension initiatives in identified community or sector. It is aimed at inculcating through practice the value of helping to enhance community improvement by integrating extension in their annual program of activities.


Specifically, it wishes to encourage student organizations' participation in community work, to develop creativeness and resourcefulness in putting up a community/sector based development undertaking(s), to heighten development consciousness among TSU students; and to promote a healthy competition among student organizations through project development and implementation.

5. Special Extension Programs/Projects

Special extension programs/projects are those that are not covered by the regular extension programs of the university but serve sectors that are also clients of the extension office or the nature of assistance falls within the mandate of the office. This may also be programs or projects whereby the university has been tapped or commissioned by an external entity, whether public or private, to implement such.




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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-04-02</b>	
	<b>Section 4: Scope of Extension Services</b>		Revision: 00	Page 1 of 1
	<b>Subject: Service Beneficiaries</b>		Effectivity Date: March 5, 2021	

1. While it envisions serving the region and the country as a whole, its present operation is focused and geared towards helping the poor and marginal sectors and communities within the province.
2. To facilitate extension project development, which includes project identification up to implementation and evaluation thereof, activities are undertaken in partnership with LGUs, linkages with National Government Agencies like DOST, DTI and the Armed Forces, NGOs, and private organizations.
3. Being a technological institution, its main thrust is geared towards developing/enhancing the technical skills of clients that are of demand/needed among local industries in their work assignment and elsewhere.






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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-05-01</b>	
	<b>Section 5: Service Standards, Policies and Procedures</b>		Revision: 00	Page 1 of 1
	<b>Subject: Fundamental Provisions</b>		Effectivity Date: March 5, 2021	

1. Extension service is one of the University's significant functions; as such, university faculty and employees who are qualified to extend services are encouraged and are given every opportunity to serve the needs of the clientele based on their line of expertise.
2. The Extension projects must be within the University and the colleges' mandate and are identified as a priority to be considered for funding.
3. The extension budget release to the University's different colleges will be based on the itemized budgets submitted and approved. Extension budget and releases are dependent on the extension project proposals that are submitted and approved for funding.
4. There will be a continual improvement in the delivery of extension services to the satisfaction of its beneficiaries and/or clients by setting up quality management system standards.







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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-05-02</b>	
	<b>Section 5: Service Standards, Policies and Procedures</b>		Revision: 00	Page 1 of 1
	<b>Subject: Service Standards</b>		Effectivity Date: March 5, 2021	

1. The ESMO establishes quality management system standards that also require the establishment of extension services standards for programs and service providers. The minimum rating of satisfaction should be achieved from where continual improvement would be instituted.
  
2. The ESMO assures that the delivery of extension services for extension programs is measured by criteria/conditions as may be governed by existing government and/or university standards on:
  - a. Pre-implementation documentation requirements.
  - b. Timeliness in delivery of services.
  - c. Post-evaluation.
  - d. Internal quality audit; and
  - e. Submission of post-activity requirements.
  
3. The ESMO assures that customers' satisfaction on the delivery of extension services is appraised based on the following:
  - a. Content, approach, methodology and/or strategy.
  - b. Logistics.
  - c. Service provider/s performance



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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-05-03</b>	
	<b>Section 5: Service Standards, Policies and Procedures</b>		Revision: 00	Page 1 of 2
	<b>Subject: General Strategies and Approaches</b>		Effectivity Date: March 5, 2021	

**1. Manpower Resource Development**

Focuses on internal and external training - internal includes the upgrading of university extension personnel's existing expertise while external involves increasing the knowledge and skills of extension clients.

**2. Multidisciplinary and Complimentary Extension Service Approach**

This approach is meant to mobilize and/or utilize the university experts when and where they are needed and where their services are required, especially in accomplishing identified programs, projects, and/or activities.

Team approach to extension work composed of various disciplines is encouraged whenever necessary to implement extension programs and/or projects.

**3. Expert Excellence**

To develop extension personnel's specialization to accent the strength and comparative advantage of the University Extension efforts. Move towards encouraging extension personnel to become specialists and

**4. Extension Services Culture**

Create an ideal extension services culture in the university that magnifies service more than anything else.

**5. Client-centered Efforts**

Programs, projects and activities are focused on clients who need assistance most towards creating opportunities or raising the quality of life, towards increasing productivity in the industry and services sectors and towards complementing all these through the conservation and/or preservation of a social and ecological environment conducive to sustainable development

**6. Program Focused Extension Service**



Provides for efforts and meager resources being focused and directed towards creating significant impact on university extension programs and projects and attainment of vision, mission and goals

**7. Information and Education Campaign**

For the promotion of the extension services and capabilities of the university, including the promotion of technologies and managerial skills for adoption and for information/knowledge dissemination, especially those generated by the university

**8. Regular Evaluation and Assessment**

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Involves full documentation of programs, projects, or activities and regular reporting and assessment of physical and financial accomplishment for proper adjustments of plans and implementation strategies, including publications of impact/success and lessons learned from these experiences and as bases for

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Extension Services Management Office Operations Manual		TSU-ESO-05-03	
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reforms and/or replanning.

9. Institution-Public-Private Sector Partnership (IPP-Partnership)

The IPP Partnership views extension not as a sole work or function of the institution but as a social work of various entities, including government offices and private sectors such as sectoral organizations, civic organizations, professionals, NGOs, POs, and other private organizations/associations. Partnership with the public sector and/or with the private sector puts all involved as stakeholders to development; hence, it unifies efforts and pools shared resources for a common objective of assisting a common client and focused on development.

TSU extension works primarily with the LGUs and any private partner sector in extending assistance to their clients. The extension personnel and other experts of the institution will serve as specialists in assisting clients. The institution may also initiate such partnerships on specific development projects identified and packaged by the university extension people.



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<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-05-04</b>	
<b>Section 5: Service Standards, Policies and Procedures</b>		Revision: 00	Page 1 of 1
<b>Subject: Extension Project Proposals</b>		Effectivity Date: March 5, 2021	

1. Preparation and submission of the request for extension projects and service shall conform to the established College Extension Service Procedure and Guidelines defined in TSU-ESO-SP-09.
2. Extension projects and service requests may emanate from colleges, units or partner agencies, offices, organizations/associations and/or other entities through any of the following;
  - a. letter of request addressed to the university president ;
  - b. duly signed Extension Service Request Form (TSU-ESO-SF-01);
  - c. need assessment report
3. These projects and service requests shall be submitted to ESMO for approval prior service delivery through Extension Service Proposal Form (TSU-ESO-SF-02a) for short term projects like training, technical assistance, and consultancy services or through a Project Proposal ( TSU-ESO-SF-02b) for projects emanated from need assessment which are usually long term projects.
4. Project Proposal shall be submitted in two (2) copies to the ESO at least five (5) working days for short term projects and at least ten (10) days for long term projects before the conduct of the project to ESMO

*Note: Projects and services with a duration of less than six (6 months) are considered as short term projects. On the other hand, those with a duration of more than six ( 6) months are regarded as long term projects.*

5. Detailed Project /Service Work Plan (TSU-ESO-SF 07) and Line Item Budget (TSU-ESO-SF-11) shall be submitted to the ESMO together with the Project Proposal for long term projects. This should be signed and agreed upon by all parties, including the beneficiary.



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<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-05-05</b>	
<b>Section 5: Service Standards, Policies and Procedures</b>		Revision: 00	Page 1 of 1
<b>Subject: Evaluation of Extension Proposals</b>		Effectivity Date: March 5, 2021	

1. As submitted, extension project proposals are reviewed and evaluated at the university level by a University Extension Review and Evaluation Committee (UEREC) to be composed of the following:
- Chairman

-

University President
- Vice-Chairman

-

Vice-President for Research and Extension
- Members

-

Director, Extension Services Management Office
- Concerned ESMO Unit Head
2. Extension proposals shall be reviewed and evaluated based on the following:
- a. Conformity with the standard format;

b. within the program thrust of the college and the university.

c. Technical aspect of the proposal; and

d. Satisfies the specific criteria as defined in TSU-ESO-SF-36
3. The UEREC shall, likewise, undertake the following:
- a. Determine and recommend the Equivalent Teaching Load (ETL);

b. Prioritization of the proposals submitted;

c. Endorsed approved proposals to the TSU President for approval; and

d. At the end of project completion, conduct review and evaluation for the granting of incentives.
4. Review and evaluation of project proposal shall not be done within five (5) working days upon receipt of complete pre-reportorial requirements.
5. UEREC shall notify the requesting college through their PECs on the results of the review and evaluation through Action Form (TSU-ESO-SF- 16) or through duly signed College Extension Proposal Form (TSU-ESO-SF- 02 a and b) within three (3) working days upon completion of the review and evaluation.



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1. Extension proposals shall be evaluated using the following criteria and percentages:

Criteria	Percentage
Contribution to national/regional/local development thrust including to impact to beneficiaries/clients.	40
Appropriateness of Approach/es	25
Resources generation/sourcing	25
Sectoral focus/potential clients	10
<b>TOTAL</b>	<b>100</b>

Proposals emanating from the Extension Services Office shall be endorsed to the UEREC by the ESMO for review and evaluation.

2. Extension proposals recommended for approval by the UEREC shall be prioritized according to the garnered points:


- a. First Priority - 91 – 100
- b. Second Priority - 81 – 90
- c. Third Priority - 71 – 80

3. Proponents of the approved project proposal shall be entitled to receive the following as cash incentives.

- First Priority - 91 – 100 - 15,000.00
- Second Priority- 81 – 90 - 10,000.00
- Third Priority- 71 – 80 - 5,000.00

4. Only approved project proposals shall be included in the University Extension Development Plan.




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	<b>Section 5: Service Standards, Policies and Procedures</b>		Revision: 00	Page 1 of 1
	<b>Subject: Extension Project Implementation</b>		Effectivity Date: March 5, 2021	

- Projects and services requested by the community/prospective cooperating GO, NGO, and other entities shall be covered by a Memorandum of Agreement (MOA) or Service Contracts, as the case may be, specifying the responsibilities of both parties. The University President shall sign the MOA or Service Contracts with the Dean(s) and Director(s) of the college(s) or unit(s) concerned acting as a witness(es). Before the MOA signing, a letter of intent/request should be forwarded to the University President by the requesting organization/office, who shall forward the same to the ESMO for proper coordination.
- Extension Projects and Services shall conform to the approved Project/Service Work Plan (TSU-ESO-SF 07). Any adjustment or changes on the approved work plan shall be communicated and approved by all parties and documented through amendment notice/letter.
- Implementation of the approved project shall be done by the college's proponents assigned to the project, including the preparation of travel orders, special order, and service contracts, coordinating, and report preparation.
- The Extension Service Provider shall complete post Activity Report (TSU –ESO –SF -08) for every extension service activity. It shall be submitted to the Extension Chairperson, for which the latter will file and consolidate as one of the reportorial requirements to be submitted to ESMO. This is applicable for short term and long-term projects as reference in the preparation of the Terminal Report (for projects comprised of various extension activities)
- For long term projects (submitted through TSU-ESO-SF-02b) the Extension Chairperson of the implementing college shall make quarterly progress reports using TSU-ESO-SF- 23 and submit them to ESMO.
- Upon completing the project, the Terminal Report (TSU-ESO-SF -22) shall be made by the Program Extension Chairpersons and submit it to the President through the ESMO Director and the vice president Research & Extension Services.





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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-05-08</b>	
	<b>Section 5: Service Standard, Policies and Procedures</b>		Revision: 00	Page 1 of 1
	<b>Subject: Monitoring and Assessment</b>		Effectivity Date: March 5, 2021	

1. There shall be periodic monitoring of the progress and status of programs/projects using standard procedures established by the ESMO. The PECs shall do internal monitoring in charge, and results shall be properly logged into the corresponding column in the work plan (TSU-ESO-SF-07) and shall be reported to ESMO.
2. ESMO shall conduct periodic and random monitoring in reference to the approved project proposal and work plan. Concerned College Deans shall be furnished with monitoring reports through ECs.
3. ESMO Unit Heads shall manage the assessment of each program/project conducted and completed through impact assessment, customer satisfaction survey, and service supplier evaluation. Report of evaluation shall be made and submitted to the ESMO Director.
4. The ESMO shall issue a Certificate of Completion to the implementing college and faculty members (upon request of the faculty) upon submitting pertinent documents and records generated from the extension service as proofs of project completion.
5. To monitor the extension plan for the year each program of the colleges, ECs shall prepare and submit a quarterly report using the TSU-ESO-SF- 05 to ESMO.
6. The ESMO Director shall make the annual report of the project made available to the university populace.



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Extension Services Management Office Operations Manual		TSU-ESO-05-09	
Section 5: Service Standard, Policies and Procedures		Revision: 00	Page 1 of 1
Subject: Funding Extension Projects		Effectivity Date: March 5, 2021	


1. All extension projects funded by the University must be governed by the COA and TSU Order provisions.
2. Extension projects funded by the University shall be taken from the University Budgetary allocations for Extension. At the same time, other assistance from other agencies or organizations shall be treated as a trust fund.
3. All extension project proposals should include the itemized budget (TSU-ESO-SF-03), which will be the basis of providing the funding.
4. The release of extension project funding shall be based on the nature of projects and after complying with all the requirements set forth.



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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-06-01</b>	
	<b>Section 6: Extension Service Rewards</b>		Revision: 00	Page 1 of 2
	<b>Subject: Privileges and Incentives</b>		Effectivity Date: March 5, 2021	

- Privileges and incentives shall be provided to all personnel of the ESMO, program extension chairpersons, project coordinators, and extension service providers to motivate them to work hard and remain focused on the realization of project/program goals and objectives. The privileges or incentives are as follows:
  - reduced workload or equivalent teaching load (ETL);
  - service credits;
  - credit for academic rank/faculty evaluation;
  - reasonable honorarium; and
  - allowable representation and traveling allowances.
- On top of the privileges as mentioned above and incentives, the following may also be awarded based on approved sets of standards and evaluation procedures:
  - cash incentives for top-performing program extension chairpersons (see Annex A: Guidelines on Recognition of College Extension Services and Extension Chairpersons)
  - terminal extension cash incentives (TECI) for packaged project papers presented during the Biennial In-House Review of Completed Extension Projects. (see Annex B: Guidelines on the Conduct of Biennial In-House Review of Completed Extension Projects)

- Extension WorkLoad/ETL – To encourage and help the faculty and staff conduct extension work, there must be regular extension load in lieu of the teaching load and administrative loads determined by the University Extension Review and Evaluation Committee. University personnel directly involved in the extension function shall be given the following number of units teaching load and preparations:


Position	Maximum Number of Units of Teaching Load/ Maximum Number of Preparations for UESO Personnel and ETL for ECs and Faculty Extension Service Providers
Director	(3 to 9)/2
Unit Heads	(9 to 12)/2
Extension Chairperson	Three units ETL
Service Providers with approved projects	Shall be determined by the ESMO

- Service Credits – Service Credits shall be granted to faculty for services rendered by them beyond their official time and non-working days as governed by existing policies. These credits can offset absences during the school days. It should be noted that an extension service provider who opts to receive an honorarium for services rendered shall no longer be entitled to service credits and vice versa.

- Credit for Faculty Evaluation – Outputs in Extension should be given corresponding credits in the evaluation of faculty for academic ranking,

- Honorarium – The ESO Staff and Extension Service Providers conducting extension classes and training, professional assistance and consultancy, and other developmental extension activities over and above their official work and/or time shall be entitled to following honorarium subject to accounting and auditing rules and regulations ;

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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-06-01</b>	
	<b>Section 6: Extension Service Rewards</b>		Revision: 00	Page 2 of 2
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- a. Trainer - fixed rate of 200.00/hr ( As per Board Resolution No.15, s.2012)
- b. Project Coordinator – 10% of the total number of hours of the project duration x 200.00/hr (applicable for PECs only who are not part of the service team)
- c. Project Leaders – total number of service delivery x 200.00/hr or equivalent number of hours service credit; They should be part of the service team
- d. Consultants / Service providers of Special, Reform-Oriented or Development projects - refer to existing rules and regulation applicable ( e.g., DBM circular 2007-01)

7. Terminal Extension Cash Incentive (TECI)




- 7.1 The TECI will be awarded to TSU Services Provider/s who has/have completed an approved extension program or project and has/have presented their work during the Biennial In-House Review of Completed Extension Projects.
- 7.2 The TECI shall be given based on the panel of reviewers' evaluation results during the Biennial In-house Review of Completed Extension Projects, which comprised the VP RES, ESMO Director, and three guest experts.
- 7.3. Additional cash incentives will be given to the top three (3) projects adjudged during the biennial in-house review.

8. Representation and Traveling Allowances (RATA) – The Extension Director shall be entitled to a monthly RATA based on existing rules and regulations.

9. Incidental Expenses

- 9.1. Amount spent on transportation to and from one's destination. This may be in the form of water, land transportation fare, jeepney and tricycle fare, etc.
- 9.2. Amount for hotel accommodation when serving out of town.
- 9.3. Meal allowances, including that for visitors while negotiating official businesses/transactions.



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Extension Services Management Office  
Operations Manual

TSU-ESO-06-02

Section 6: Extension Service Rewards

Revision: 00

Page 1 of 2

Subject: Granting of Honoraria and Service Credit

Effectivity Date: March 5, 2021

1. The number and/or duration of extension services required of faculty members per semester shall still be based on what their college has set as reflected in the IPCR. Thus, their performance in the IPCR in terms of extension shall not be affected should they fail to accomplish the minimum number of hours to qualify for remuneration.
2. A faculty member shall only be entitled to receive honorarium or service credit for extension services rendered beyond the minimum number of hours per semester, as indicated in the table below. However, it should be noted that extension services for which remuneration was given shall no longer be eligible for points in the faculty promotion system (e.g., NBC 461).

Regular Teaching Load (Number of Units)	Minimum Credit Hours Before Being Entitled to Remuneration
18 units and above (i.e., full time)	86 hours
15-17 units	64 hours
9-14 units	43 hours
6-8 units	21 hours
3-5 units	13 hours

3. To identify whether or not a faculty member is already entitled to remuneration for the conduct of extension services, they shall earn corresponding credit hours based on an extension-related task that they have accomplished using the following table:

Task	Credit Hours
Serving as extension chairperson and performing assigned tasks (excluding actual extension engagement)	No additional credit due to 3-unit deloading already granted
Preparation of pre-service documents and materials (excluding modules for training/seminar)	100% of the actual number of hours rendered <sup>3</sup> but not to exceed the approved number of hours indicated in the special order, or 16 hours, whichever is lower
Preparation of post-reportorial documents and materials	100% of the actual number of hours rendered but not to exceed the approved number of hours indicated in the special order, or 16 hours, whichever is lower
Actual conduct of extension service	100% of the actual number of hours rendered but not to exceed the approved number of hours indicated in the special order
Preparation of NEW modules	100% of the actual number of hours rendered but not to exceed the approved number of hours indicated in the special order and provided that the module was delivered
Serving as a facilitator/moderator in an extension project	100% of the actual number of hours rendered but not to exceed the approved number of hours indicated in the special order
Serving as a documenter in an extension project	50% of the duration of the activity to which the documenter is assigned

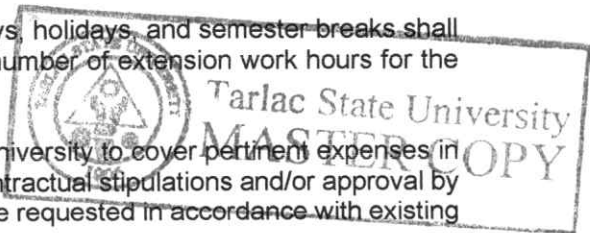
4. The number of hours rendered shall only be credited to the faculty member upon verification of required project documentation submitted to the Extension Services Office.
5. Any extension work conducted on non-working days, holidays, and semester breaks shall not qualify for remuneration unless the minimum number of extension work hours for the semester has been met.

6. A faculty member may request funding from the University to cover pertinent expenses in the conduct of the extension service, subject to contractual stipulations and/or approval by the administration. Per diem allowance may also be requested in accordance with existing laws and guidelines.



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	<b>Extension Services Management Office Operations Manual</b>		<b>TSU-ESO-06-02</b>	
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- Faculty members may receive remuneration in the case of externally funded extension projects, in which the contract explicitly states that the external party will provide remuneration to extension service providers, even when the minimum number of hours has not yet been fulfilled by the concerned faculty member. However, a faculty member who renders extension service in excess of the minimum number of hours and receives remuneration from the external party shall no longer be entitled to remuneration from the University for the said service.
- The number of hours to be rendered by an extension service provider in a project shall be clearly indicated in a special order and shall only be final upon the approval by the Vice President for Research and Extension Services (for services without remuneration) or by the University President (for services with remuneration). Furthermore, no remuneration shall be given, regardless of the source, without prior approval by the University President. Such authority to receive remuneration must be expressly stated in the special order signed by the University President. Modifications in the special order may be made prior to or during the conduct of the extension service, if deemed necessary, subject to approval by the administration.
- In cases where the services of non-teaching personnel are necessary in an extension project, such personnel shall be entitled to remuneration that is made available to teaching personnel.
- The Extension Services Office shall oversee monitoring of the number of extension service hours rendered by faculty members and whether a faculty member is already eligible to receive remuneration.



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	<b>Extension Services Management Office Operational Manual</b>		<b>TSU-ESO-07-01</b>	
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**A. Effectivity**

This Extension Services Guide shall take effect immediately upon the approval of the Board of Regents.




**B. Amendments**

Amendments, modifications, or changes in any provision in this Guide shall only be done upon presentation and adoption of the TSU Administrative Council and upon approval of the Board of Regents.

**C. Saving Clause**

Any existing orders promulgated prior to the approval of this Guide that are inconsistent with any provision hereof shall be deemed superseded by this Guide unless, otherwise, contrary to any existing government laws or statutes governing such.



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