

## G. REGION IVA – CALABARZON

## G.1. BATANGAS STATE UNIVERSITY

## STRATEGIC OBJECTIVES

## MANDATE

The University shall primarily provide advanced instruction and professional training in scientific, technological and special instructions in the fields of engineering and technology education, business and economics and entrepreneurial technology, agriculture, teacher education, arts and sciences and other related fields, undertake research and extension services, and provide progressive leadership in these areas.

## VISION

A University which shapes a global Filipino imbued with moral courage nurtured through values and excellent education.

## MISSION

The University is committed to implement its mandates of quality and excellence, relevance and responsiveness, access and equity and efficiency and effectiveness through instruction, research, extension and production to meet the growing needs of the country and the world for globally competitive and morally upright professionals, scientists, technologists, technicians, skilled workers and entrepreneurs.

## KEY RESULT AREAS

Poverty reduction and empowerment of the poor and vulnerable

## SECTOR OUTCOME

Enhanced knowledge and skills, attitudes and values of Filipinos to lead productive lives

## ORGANIZATIONAL OUTCOME

1. Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth
2. Access of Deserving But Poor Students to Quality Tertiary Education Increased
3. Higher Education Research Improved to Promote Economic Productivity and Innovation
4. Community Engagement Increased

## PERFORMANCE INFORMATION

KEY STRATEGIES

Produce Excellent and Competent Graduates  
Produce Quality Research and Creative Works  
Improve Community Engagement  
Implement Efficient and Value-laden Leadership and Management  
Enhance International Relation and Linkages

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth

Average percentage passing in licensure exam by the SUC graduates / national average percentage passing in board programs covered by the SUC

1.59 (71.69% / 45.36%)

1.60 (72.58% / 45.36%)

Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	0	200
	(Still starting the graduate tracer study)	
Percentage change in number of graduates in priority programs	3,144	5.00% (3,301)
Access of Deserving But Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	9,302	5.00% (9,767)
Percentage change of students awarded financial aid who completed their degrees	1,205	5.00% (1,265)
Higher Education Research Improved to Promote Economic Productivity and Innovation		
Number of R&D outputs patented / commercialized / used by the industry or by other beneficiaries		
a) Applied for patenting	a) 0	a) 1
b) Patented or Commercialized	b) 0	b) 1
c) Adopted by industry / small and medium enterprises / LGU / Community-based Organizations	c) 2	c) 3
Number of research and development outputs in the fields of agro-industrial technology published in CHED recognized referred journals	1	2
Percentage change in number of faculty engaged in research work applied in any of the following:		
a. Pursuing advanced research degree programs (Ph.D.) or	a) 12	a) 8.33% (13)
b. Publishing (investigative, or basic and applied scientific research) or	b) -	b) -
c. Producing technologies for commercialization or livelihood improvement	c) -	c) -
Community Engagement Increased		
Percentage change in number of partnerships with LGUs, industry, small and medium enterprises, and local entrepreneurs and other national agency in developing, implementing or using new technologies relevant to agro-industrial development	48	14.58% (55)
Percentage change in number of poor beneficiaries of technology transfer / extension programs and activities leading to livelihood improvement	5,967	2.01% (6,087)

## MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2016 Targets

## MFO 1: HIGHER EDUCATION SERVICES

## Higher Education Services

Total number of graduates	4,606
Percentage of total graduates that are in priority courses	70.47%
Average passing percentage of licensure exams by the SUC graduates/national average percentage passing across all disciplines covered by the SUC	152.43%
Percentage of programs accredited at Level 1	21%
Percentage of programs accredited at Level 2	2%
Percentage of programs accredited at Level 3	3%
Percentage of programs accredited at Level 4	3%
Percentage of graduates who finished academic program according to the prescribed timeframe	86.47%

## MFO 2: ADVANCED EDUCATION SERVICES

## Advanced Education Services

Total number of graduates	105
Percentage of graduates engaged in employment within 6 months of graduation	92.40%
Percentage of students who rate timeliness of education delivery/supervision as good or better	94.76%

## MFO 3: RESEARCH SERVICES

## Research Services

No. of research studies completed	12
Percentage of research projects completed in last 3 years	85%
Percentage of research outputs published in a recognized journal or submitted for patenting or patented	40%
Percentage of research projects completed within the original project timeframe	87.5%

## MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

## Technical Advisory Extension Services

No. of persons trained weighted by the length of training	7,652
No. of persons provided with technical advice	6,270
Percentage of trainees who rate the training course as good or better	86%
Percentage of clients who rate the advisory services as good or better	86%
Percentage of requests for training responded to within 3 days of request	87%
Percentage of requests for technical advice that are responded to within 3 days	86%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	84%

## G. 2. CAVITE STATE UNIVERSITY

## STRATEGIC OBJECTIVES

## MANDATE

Human Development Towards Poverty Reduction

## VISION

The Premier University in historic Cavite recognized for excellence in the development of globally and morally upright individuals.

## MISSION

The University shall provide excellent, equitable, and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities. It shall produce professional, skilled and morally upright individuals for global competitiveness.

## KEY RESULT AREAS

Poverty reduction and empowerment of the poor and vulnerable

## SECTOR OUTCOME

Sustain human development thru poverty reduction and empowerment of the poor and vulnerable

## ORGANIZATIONAL OUTCOME

1. Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth
2. Access of Deserving But Poor Students to Quality Tertiary Education Increased
3. Higher Education Research Improved to Promote Economic Productivity and Innovation
4. Community Engagement Increased

## PERFORMANCE INFORMATION

KEY STRATEGIES

Effective, efficient and transparent use of total financial resources (General Appropriations Act and Internally Generated Income)

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth		
Average percentage passing in licensure exam by the SUC graduates / national average percentage passing in board programs covered by the SUC	1.28 (56.16% / 43.63%)	1.37 (60.00% / 43.63%)
Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	1,565	3.83% (1,625)
Percentage change in number of graduates in priority programs	325	7.69% (350)
Access of Deserving But Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	3,640	6.45% (3,875)
Percentage change of students awarded financial aid who completed their degrees	435	11.49% (485)
Higher Education Research Improved to Promote Economic Productivity and Innovation		
Number of R&D outputs patented / commercialized / used by the industry or by other beneficiaries		
a) Applied for patenting	a) 2	a) 3
b) Patented or Commercialized	b) 2	b) 3
c) Adopted by industry / small and medium enterprises / LGU / Community-based Organizations	c) 1	c) 2



Number of research and development outputs in the fields of agro-industrial technology published in CHED recognized referred journals	4	5
Percentage change in number of faculty engaged in research work applied in any of the following:		
a. Pursuing advanced research degree programs (Ph.D.) or	a) 7	a) 28.57% (9)
b. Publishing (investigative, or basic and applied scientific research) or	b) 9	b) 22.22% (11)
c. Producing technologies for commercialization or livelihood improvement	c) 5	c) 20.00% (6)

## Community Engagement Increased

Percentage change in number of partnerships with LGUs, industry, small and medium enterprises, and local entrepreneurs and other national agency in developing, implementing or using new technologies relevant to agro-industrial development	10	20.00% (12)
Percentage change in number of poor beneficiaries of technology transfer / extension programs and activities leading to livelihood improvement	200	12.50% (225)

## MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2016 Targets

## MFO 1: HIGHER EDUCATION SERVICES

Total number of graduates	4,000
Percentage of total graduates that are in priority courses	35%
Average passing percentage of licensure exams by the SUC graduates/national average percentage passing across all disciplines covered by the SUC	105%
Percentage of programs accredited at Level 1	35%
Percentage of programs accredited at Level 2	17%
Percentage of programs accredited at Level 3	7%
Percentage of programs accredited at Level 4	1%
Percentage of graduates who finished academic program according to the prescribed timeframe	76%

## MFO 2: ADVANCED EDUCATION SERVICES

## Advanced Education Services

Total number of graduates	50
Percentage of graduates engaged in employment within 6 months of graduation	50%
Percentage of students who rate timeliness of education delivery/supervision as good or better	83%

## MFO 3: RESEARCH SERVICES

## Research Services

No. of research studies completed	23
Percentage of research projects completed in last 3 years	65%
Percentage of research outputs published in a recognized journal or submitted for patenting or patented	100%
Percentage of research projects completed within the original project timeframe	83%

## MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

## Technical Advisory Extension Services

No. of persons trained weighted by the length of training	12,796
No. of persons provided with technical advice	2,258
Percentage of trainees who rate the training course as good or better	85%

Percentage of clients who rate the advisory services as good or better	85%
Percentage of requests for training responded to within 3 days of request	85%
Percentage of requests for technical advice that are responded to within 3 days	85%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	85%

### G. 3. LAGUNA STATE POLYTECHNIC UNIVERSITY

#### STRATEGIC OBJECTIVES

##### MANDATE

The Laguna State Polytechnic University (LSPU) provides advanced education, professional, technological and vocational instruction in agriculture, fisheries, forestry, science, engineering, industrial technologies, teacher education, medicine, law, arts and sciences, information technology and other related fields. It also undertakes research and extension services, and provides progressive leadership in its areas of specialization. (R.A. 9402)

##### VISION

The Laguna State Polytechnic University is a Center of Development transforming lives and communities.

##### MISSION

The Laguna State Polytechnic University provides quality education through responsive instruction, distinctive research, and sustainable extension and production services for improved quality of life towards nation-building.

##### KEY RESULT AREAS

1. Poverty Reduction and empowerment of the Poor and the Vulnerable
2. Integrity of the environment and climate change adaptation and mitigation.

##### SECTOR OUTCOME

Poverty reduction and empowerment of the Poor

##### ORGANIZATIONAL OUTCOME

1. Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth
2. Access of Deserving But Poor Students to Quality Tertiary Education Increased
3. Higher Education Research Improved to Promote Economic Productivity and Innovation
4. Community Engagement Increased

##### PERFORMANCE INFORMATION

##### KEY STRATEGIES

Scholarship Programs, Faculty and Staff Development  
 Industry-Academe linkages, Focused RD and E agenda  
 Capacity building, Fund Sourcing, Massive information  
 Education Campaign, Engage in PPP, Complementation  
 Collaboration and Linkages, & Accreditation (local & international)

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth		
Average percentage passing in licensure exam by the SUC graduates / national average percentage passing in board programs covered by the SUC	1.20 (50.73% / 42.42%)	1.25 (52.81% / 42.42%)
Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	0	73
	(Insufficient data on jobs related to undergraduate programs)	
Percentage change in number of graduates in priority programs	1,606	2.05% (1,639)
Access of Deserving But Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	1,914	5.02% (2,010)
Percentage change of students awarded financial aid who completed their degrees	479	5.01% (503)
Higher Education Research Improved to Promote Economic Productivity and Innovation		
Number of R&D outputs patented / commercialized / used by the industry or by other beneficiaries		
a) Adopted by industry / small and medium enterprises / LGU / Community-based Organizations and / or	a) -	a) -
b) Applied in course instruction	b) 5	b) 7
Number of research and development outputs in the fields of agro-industrial technology published in CHED recognized referred journals	0	2
	(No R & D outputs published in recognized referred journal)	
Percentage change in number of faculty engaged in research work applied in any of the following:		
a. Pursuing advanced research degree programs (Ph.D.) or	a) 9	a) 11.11% (10)
b. Publishing (investigative, or basic and applied scientific research) or	b) -	b) -
c. Producing technologies for commercialization or livelihood improvement	c) -	c) -

## Community Engagement Increased

Percentage change in number of partnerships with LGUs, industry, small and medium enterprises, and local entrepreneurs and other national agency in developing, implementing or using new technologies relevant to agro-industrial development	12	16.67% (14)
Percentage change in number of poor beneficiaries of technology transfer / extension programs and activities leading to livelihood improvement	60	16.67% (70)

## MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2016 Targets

## MFO 1: HIGHER EDUCATION SERVICES

## Higher Education Services

Total number of graduates	3,000
Percentage of total graduates that are in priority courses	38%
Average passing percentage of licensure exams by the SUC graduates/national average percentage passing across all disciplines covered by the SUC	105%
Percentage of programs accredited at Level 1	79.92%
Percentage of programs accredited at Level 2	80%
Percentage of programs accredited at Level 3	50%
Percentage of graduates who finished academic program according to the prescribed timeframe	85%

## MFO 2: RESEARCH SERVICES

## Research Services

No. of research studies completed	130
Percentage of research projects completed in last 3 years	60%
Percentage of research outputs presented in local, regional, national or international fora	60%
Percentage of research projects completed within the original project timeframe	80%

## MFO 3: TECHNICAL ADVISORY EXTENSION SERVICES

## Technical Advisory Extension Services

No. of persons trained weighted by the length of training	1,500
No. of persons provided with technical advice	900
Percentage of trainees who rate the training course as good or better	80%
Percentage of clients who rate the advisory services as good or better	80%
Percentage of requests for training responded to within 3 days of request	80%
Percentage of requests for technical advice that are responded to within 3 days	80%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	85%

## G. 4. SOUTHERN LUZON STATE UNIVERSITY

## STRATEGIC OBJECTIVES

## MANDATE

The Southern Luzon State University, hereinafter referred to as the University, is a public, non-profit institution of higher learning established to provide advanced education, professional, technological instruction in the fields of accountancy, agriculture, allied medicine, arts and sciences, business and entrepreneurship, cooperative, education, engineering, environment, fisheries, forestry, technology and other relevant fields of study. It shall also undertake research, extension, and production services and provide progressive leadership in its areas of specialization. - SLSU Code of 2009

## VISION

A globally productive higher education institution with excellent academic programs in the fields of business and education, engineering and technology, social and natural sciences, and allied medicine; spearheading proactive research and extension programs and the sustainable stewardship of Mt. Banahaw. - SLSU Strategic Plan and Investment Program (SPIP) 2012–2016

## MISSION

Committed to building people, providing quality education and promoting a healthy environment. - SLSU SPIP 2012–2016

## KEY RESULT AREAS

Poverty reduction and empowerment of the poor and vulnerable

## SECTOR OUTCOME

Human development and poverty reduction

## ORGANIZATIONAL OUTCOME

1. Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth
2. Access of Deserving But Poor Students to Quality Tertiary Education Increased
3. Higher Education Research Improved to Promote Economic Productivity and Innovation
4. Community Engagement Increased

## PERFORMANCE INFORMATION

KEY STRATEGIES

Promote programs and projects on instruction, research & extension  
 Manage resources to enhance instruction, research and extension programs, projects and activities  
 Disseminate activities on instruction, research and extension

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
<b>Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth</b>		
Average percentage passing in licensure exam by the SUC graduates / national average percentage passing in board programs covered by the SUC	1.92 (67.00% / 34.97%)	2.00 (70.00% / 34.97%)
Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	513	5.26% (540)
Percentage change in number of graduates in priority programs	823	5.10% (865)
<b>Access of Deserving But Poor Students to Quality Tertiary Education Increased</b>		
Percentage change in number of students in priority programs awarded financial aid	1,763	5.22% (1,855)
Percentage change of students awarded financial aid who completed their degrees	460	5.43% (485)

## Higher Education Research Improved to Promote Economic Productivity and Innovation

Number of R&D outputs patented / commercialized / used by the industry or by other beneficiaries

a) Adopted by industry / small and medium enterprises / LGU / a) 3 a) 4  
Community-based Organizations and / or

b) Applied in course instruction	b) 3	b) 4
----------------------------------	------	------

Number of research and development outputs in the fields of agro-industrial technology published in CHED recognized referred journals	2	3
---	---	---

Percentage change in number of faculty engaged in research work applied in any of the following:

a. Pursuing advanced research degree programs (Ph.D.) or	a) 17	a) 5.88% (18)
--	-------	---------------

b. Publishing (investigative, or basic and applied scientific research) or	b) 7	b) 14.28% (8)
--	------	---------------

c. Producing technologies for commercialization or livelihood improvement	c) 8	c) 12.50% (9)
---	------	---------------

## Community Engagement Increased

Percentage change in number of partnerships with LGUs, industry, small and medium enterprises, and local entrepreneurs and other national agency in developing, implementing or using new technologies relevant to agro-industrial development	10	10.00% (11)
--	----	-------------

Percentage change in number of poor beneficiaries of technology transfer / extension programs and activities leading to livelihood improvement	9	11.11% (10)
--	---	-------------

### MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2016 Targets

## MFO 1: HIGHER EDUCATION SERVICES

## Higher Education Services

Percentage of total graduates that are in priority courses	45%
Average passing percentage of licensure exams by the SUC graduates/national average percentage passing across all disciplines covered by the SUC	153%
Percentage of programs accredited at Level 1	71%
Percentage of programs accredited at Level 2	50%
Percentage of programs accredited at Level 3	52%
Percentage of programs accredited at Level 4	17%
Percentage of graduates who finished academic program according to the prescribed timeframe	91%
Total number of graduates	2,814

## MFO 2: ADVANCED EDUCATION SERVICES

Advanced Education Services

Total number of graduates	68
Percentage of graduates engaged in employment within 6 months of graduation	100%
Percentage of students who rate timeliness of education delivery/supervision as good or better	96%

**MFO 3: RESEARCH SERVICES****Research Services**

No. of research studies completed	10
Percentage of research projects completed in last 3 years	100%
Percentage of research outputs presented in local, regional, national or international fora	90%
Percentage of research projects completed within the original project timeframe	97%

**MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES****Technical Advisory Extension Services**

No. of persons trained weighted by the length of training	1,853
No. of persons provided with technical advice	66
Percentage of trainees who rate the training course as good or better	90%
Percentage of clients who rate the advisory services as good or better	95%
Percentage of requests for training responded to within 3 days of request	95%
Percentage of requests for technical advice that are responded to within 3 days	95%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	95%

**G. 5. UNIVERSITY OF RIZAL SYSTEM****STRATEGIC OBJECTIVES****MANDATE**

The University shall primarily offer higher professional and technical instruction and training in science and technology and promote research, extension and production services, advanced studies and specialized training in all fields deemed relevant to the development goals of the Province of Rizal.

**VISION**

The Leading University in human resource development, knowledge and technology generation, and environmental stewardship.

**MISSION**

The URS is committed to nurture and produce upright and competent graduates and empowered community through relevant and sustainable higher professional and technical instruction, research, extension and production services.

**KEY RESULT AREAS**

Rapid, inclusive, and sustained economic growth

**SECTOR OUTCOME**

Promotion of education, science and technology to attain higher productivity

**ORGANIZATIONAL OUTCOME**

1. Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth
2. Access of Deserving But Poor Students to Quality Tertiary Education Increased
3. Higher Education Research Improved to Promote Economic Productivity and Innovation
4. Community Engagement Increased

**PERFORMANCE INFORMATION****KEY STRATEGIES**

University-wide Infrastructure and Facilities Development  
 Excellence in Human Resource Profiling  
 Excellence in Academic and Administrative Processes and Services  
 Branding and Image Building

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth		
Average percentage passing in licensure exam by the SUC graduates / national average percentage passing in board programs covered by the SUC	1.38 (57.99% / 42.01%)	1.44 (60.50% / 42.01%)
Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	605	65.28% (1,000)
Percentage change in number of graduates in priority programs	2,552	1.88% (2,600)
Access of Deserving But Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	2,626	14.24% (3,000)
Percentage change of students awarded financial aid who completed their degrees	573	4.71% (600)
Higher Education Research Improved to Promote Economic Productivity and Innovation		
Number of R&D outputs patented / commercialized / used by the industry or by other beneficiaries		
a) Applied for patenting	a) 1	a) 2
b) Patented or Commercialized	b) -	b) -
c) Adopted by industry / small and medium enterprises / LGU / Community-based Organizations	c) -	c) -
Number of research and development outputs in the fields of agro-industrial technology published in CHED recognized referred journals	0	1
	(There were no validated researches that were published in the list of CHED recognized referred journals in 2013)	
Percentage change in number of faculty engaged in research work applied in any of the following:		
a. Pursuing advanced research degree programs (Ph.D.) or	a) 19	a) 10.52% (21)



b. Publishing (investigative, or basic and applied scientific research) or	b) 4	b) 25.00% (5)
c. Producing technologies for commercialization or livelihood improvement	c) 3	c) 33.33% (4)

## Community Engagement Increased

Percentage change in number of partnerships with LGUs, industry, small and medium enterprises, and local entrepreneurs and other national agency in developing, implementing or using new technologies relevant to agro-industrial development	3	33.33% (4)
Percentage change in number of poor beneficiaries of technology transfer / extension programs and activities leading to livelihood improvement	1,037	10.89% (1,150)

## MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2016 Targets

## MFO 1: HIGHER EDUCATION SERVICES

## Higher Education Services

Total number of graduates	3,550
Percentage of total graduates that are in priority courses	80%
Average passing percentage of licensure exams by the SUC graduates/national average percentage passing across all disciplines covered by the SUC	100%
Percentage of programs accredited at Level 1	27%
Percentage of programs accredited at Level 2	12%
Percentage of programs accredited at Level 3	18%
Percentage of graduates who finished academic program according to the prescribed timeframe	85%

## MFO 2: ADVANCED EDUCATION SERVICES

## Advanced Education Services

Total number of graduates	91
Percentage of graduates engaged in employment within 6 months of graduation	97%
Percentage of students who rate timeliness of education delivery/supervision as good or better	90%

## MFO 3: RESEARCH SERVICES

## Research Services

No. of research studies completed	21
Percentage of research projects completed in last 3 years	40%
Percentage of research outputs published in a recognized journal or submitted for patenting or patented	40%
Percentage of research projects completed within the original project timeframe	73%

## MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

## Technical Advisory Extension Services

No. of persons trained weighted by the length of training	3,650
No. of persons provided with technical advice	137
Percentage of trainees who rate the training course as good or better	85%
Percentage of clients who rate the advisory services as good or better	85%
Percentage of requests for training responded to within 3 days of request	85%
Percentage of requests for technical advice that are responded to within 3 days	85%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	85%