D. REGION II – CAGAYAN VALLEY

D.1. BATANES STATE COLLEGE
(BATANES POLYTECHNIC COLLEGE)

STRATEGIC OBJECTIVES

MANDATE

The College shall primarily "provide collegiate occupational, technological and professional training in the fields of fishery, agriculture, environmental sciences and other related fields of study. It shall also provide special instruction for special purposes, promote research and extension services in the various disciplines and areas of specializatio and provide progressive leadership in its area of specialization". RA 9314.

VISION

Batanes State College, a globally competitive higher learning institution.

MISSION

The college is committed to provide holistic education relevant to business and industry, supportive of sustainable development for world-class human resources who are self-reliant for better quality of lives and preservation of Ivatan and Filipino culture.

KEY RESULT AREAS

Poverty Reduction and Empowerment of the Poor and Vulnerable

SECTOR OUTCOME

Human Development Towards 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

1. Institutionalize well-developed alternative delivery modes of learning
2. Improve quality and standards Research and Extension
3. Create of Research Development and Extension (RDE) center
4. Empower researchers and extensionists
5. Increase number of R&D projects and related financing
6. Establish linkages / partnerships

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 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	1.60 (66.67% / 41.79%)	1.61 (67.28% / 41.79%)
Percentage of graduates employed in jobs related to their undergraduate programs	10% (9)	15% (10)
Percentage increase of graduates in priority programs	22.00% (2)	71.00% (5)
Access of Deserving but Poor Students to Quality Tertiary Education Increased		
Percentage of students in priority programs awarded financial aid	48.44% (31)	50.54% (46)
Percentage of students awarded financial aid who completed their degrees	100% (89)	88.00% (58)
Higher Education Research Improved to Promote Economic Productivity and Innovation		
Percentage 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) 1
b) Applied in course instruction	b) -	b) -
Percentage of research and development outputs in the fields of agro-industrial technology* published in CHED recognized referred journals	0	1
Percentage of faculty engaged in research work applied in any of the following:		
a. Pursuing advanced research degree programs (Ph.D.) or	a) -	a) -
b. Publishing (investigative, or basic and applied scientific research) or	b) -	b) -
c. Producing technologies for commercialization or livelihood improvement	c) 9	c) 11.11% (10)

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.	0	1
Percentage change in number of poor beneficiaries* of technology transfer / extension programs and activities leading to livelihood improvement	0	50

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets

MFO 1: HIGHER EDUCATION SERVICES
    Higher Education Services

Total number of graduates in mandated and priority programs	90
Average percentage passing in licensure exams by SUC graduates/national average percentage passing in board programs covered by SUC	115%
Percentage of graduates who finished their academic programs according to the prescribed timeframe	87%

D.2. CAGAYAN STATE UNIVERSITY

STRATEGIC OBJECTIVES

MANDATE

    The Cagayan State University provides advanced instruction in the arts, agriculture and natural sciences as well as in the technological and professsional fields.

VISION

    The Cagayan State University shall make quality education and formation towards the different professions accessible to all who may come to it, and who measure up to its standards. It shall be an academic community given to instruction, research and extension. It shall not in any way discriminate on bases unrelated to education.

MISSION

The Cagayan State University shall be recognized by the entire region and the nation as a credible and distinguished center of higher education in Northern Luzon. It shall likewise establish its own niche in the global academic community. It shal endeavor to improve from its previous best, showing that it enjoys the leading edge in all that pertains to education.

KEY RESULT AREAS

Poverty reduction and empowerment of the poor and vulnerable.

SECTOR OUTCOME

1. Enhanced knowledge, skills, attitudes, and values to lead productive lives.
2. Globally competitive, and innovative industry and service sectors achieved.
3. Equitable access to social goods and services improved.

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
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1. Continued implementation of the "No Tuition Fee Scheme"
2. Advocate "Earn while you Learn" program for students and provision of free lodging, and grant of thesis assistance to all student enrolled in Fisheries, Agriculture and Forestry
3. Enhance staff development by sending faculty to enroll in accredited universities in the country and abroad
4. Establish linkages, consortia, twinning programs, as well as coordination or alliance with NGOs, POs, GOs, and other leading agencies, universities in the country and abroad

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 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	1.47 (61.85% / 42.09%)	1.62 (68.04% / 42.09)
Percentage change in number of graduates tracked who are employed in jobs related to their undergraduate programs	no data	491
Percentage change in number of graduates in priority programs	989	26% (1,247)
Access of Deserving but Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	no data	4,500
Percentage change in number of students awarded financial aid who completed their degrees	no data	2,250

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. 21   a. 22

b. Patented or Commercialized   b. -   b. -

c. Adopted by industry / small and medium enterprises / LGU /   c. -   c. -
community-based organizations

Number of research and development outputs in the fields of   25   30
agro-industrial technology* published in CHED recognized
referred journals

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. -   a. 4

 b. Publishing (investigative, or basic and applied scientific   b. -   b. 6
research) or

 c. Producing technologies for commercialization or livelihood   c. -   c. 3
improvement

Community Engagement Increased

Percentage change in number of partnerships with LGUs,   no data   15
industry, small and medium enterprises, and local entrepreneurs
and other national agency in developing, implementing or using
new technologies relevant to agro-industrial development

Percentage change in number of of poor beneficiaries* of   no data   10
technology transfer / extension programs and activities leading
to livelihood improvement

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Total Number of Graduates in mandated & priority programs	4813
Average percentage passing in licensure exams by the SUC graduates/national ave % passing across al disciplines covered by SUC	148%
Percentage of graduates who finished academic program according to the prescribed time frame	83%

MFO 2: ADVANCED EDUCATION SERVICES

Total Number of graduates in mandated & priority programs	150
Percentage of graduates who engaged in employment or whose employment status improved within 1 year of graduation	96%
Percentage of students who rate timeliness of education delivery/supervision as good or better	88%

MFO 3: RESEARCH SERVICES

Number of research studies completed in the past 3 years	153
Percentage of research projects copleted within the original projects timeframe	50

MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

Number of Persons trained weighted by the length of training   1800
Percentage of persons who receive training or advisory services who rate timeliness of service
     delivery as good or better   85%

D.3. ISABELA STATE UNIVERSITY

STRATEGIC OBJECTIVES

MANDATE

   The Isabela State University derived its original mandate or mission from PD s 1434 and PD 1437, the latter now repealed by RA 8292. The first directs the University to provide advanced instruction in agriculture, natural and applied sciences and technology. It shall train professionals in various field such as education, communication, business and entrepreneurship, among others. The University is also tasked to engage in research to seek new technologies, promote sustainable development and generate new knowledge in other professions. Then it must translate these outputs to improve community life through extension services and to increase the productivity of the rural poor so that they can become self reliant and active participants to regional, national development and to be globally competitive.

VISION

   The Isabela State University, a globally recognized institution of higher learning for people empowerment and sustainable development embodying excellence, effectiveness, accountability integrity.

MISSION

   The Isabela State University is committed to train and develop students to become professionally competent graduates who are equipped with sound moral principles and to serve the community through research, extension and resource generation by way of inspired leadership and responsive manpower.

KEY RESULT AREAS

   Poverty reduction and empowerment of the poor and vulnerable

SECTOR OUTCOME

   Human development towards 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

   1. Rationalization of academic programs by determination of unnecessary duplications of curricular offerings in campuses
   2. Promotion of relevant and quality academic programs that are at par with international standards and graduates and professionals
        who are highly competent and recognized internationally
   3. Promotion of program quality standards towards achieving national and international standards
   4. Promotion of Alternative Learning Systems such as the Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)
   5. Strengthening faculty development program to upgrade qualifications of faculty members

6. Development / review of proposed programs to make it fit to the needs of the industry, both domestic and international

7. Lay the foundation for quality, responsive and relevant key education programs that are in demand to the real and growing needs of the industry and the community.

8. Conduct of basic research, strategic research, applied research, technology development research and education and social science research.

9. Strengthening research management through improved coordination in planning and programming of research activities involving key stakeholders particularly the faculty and students, industry, manufacturing and other academic and research institutions.

10. Fostering industry-university research cooperation through the sharing of systems for exchanging knowledge innovation.

11. Producing and disseminating various information, education and communication (IEC) materials.

12. Developing and harmonizing knowledge and technology transfer policies and activities among academic and R&D institutions, government agencies, private entrepreneurs and venture capitalists.

13. To evolve, develop and promote an effective and integrated need-based extension modality that will transform pilot barangays into self-reliant, empowered and progressive community.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 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	1.19 (44.95% / 37.82%)	1.20 (45.78% / 37.82)
Percentage change in graduates tract who are employed in jobs related to their undergraduate programs	No data	32
Percentage change in number of graduates in priority programs	1225	18.86% (1456)
Access of Deserving but Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	578	0.45% (580)
Percentage change of students awarded financial aid who completed their degrees	178	24.72% (222)
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. 4
b. Patented or Commercialized	b. 2	b. 3
c. Adopted by industry / small and medium enterprises / LGU / community-based organizations	c. 5	d. 7
Number of research and development outputs in the fields of agro-industrial technology published in CHED recognized referred journals	6	8
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. 8	a. 37.50% (11)

b. Publishing (investigative, or basic and applied scientific   b. 50   b. 30% (65)
research) or

c. Producing technologies for commercialization or livelihood   c. 12   c. 33.33% (16)
improvement

Community Engagement Increased

Percentage change in number of partnerships with LGUs,   1   100% (2)
industry, small and medium enterprises, and local entrepreneurs
and other national agency in developing, implementing or using
new technologies relevant to agro-industrial development

Percentage change in number of poor beneficiaries of technology   2588   73.88% (4500)
transfer / extension programs and activities leading to
livelihood improvement

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Total number of graduates in mandated and priority programs	3327
Percentage of accredited programs to total no. of programs	91/114=79.82%
Percentage of graduates who finished their academic programs according to the prescribed timeframe	2715/3017=90%

MFO 2: ADVANCED EDUCATION SERVICES

Total number of graduates	109
Percentage of graduates engaged in employment within six (6) months of graduation	99/99=100%
Percentage of students who rate timeliness of education delivery/supervision as good or better	670/670=100%

MFO 3: RESEARCH SERVICES

Number of research studies completed	65
Percentage of research projects completed in the last three (3) years.	
For Levels 3-4:	
Percentage of research outputs published in a recognized journal or submitted for patenting or patented	10/10=100%
Percentage of research projects completed within the original project timeframe	40/40=100%

MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

Number of persons trained weighted by the length of training	3500
Percentage of clients who rate the advisory services as good or better	2800/2800=100%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	1500/1500=100%

D.4. NUEVA VIZCAYA STATE UNIVERSITY

(NUEVA VIZCAYA STATE INSTITUTE OF TECHNOLOGY AND NUEVA VIZCAYA STATE POLYTECHNIC COLLEGE)

STRATEGIC OBJECTIVES

MANDATE

   The Nueva Vizcaya State University primarily provides advanced instruction and professional training in agriculture, arts, science,
technology, education and other related fields. It also undertakes research and extension services, and provides progressive leadership
in its areas of specialization.

VISION

   Nueva Vizcaya State University as a Premier University that nourishes a culture of excellence and peace.

MISSION

   To develop the full potentials of the University's clientele through high quality and relevant instruction, research, extension programs and entrepreneurship for an empowered, productive and morally upright citizenry.

KEY RESULT AREAS

   Poverty reduction and empowerment of the poor and vulnerable

SECTOR OUTCOME

   Formation of high-level human resources and generation, adaptation and transfer of knowledge and technology for national development and global competitiveness

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
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   1. Human development and poverty reduction.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Relevant and Quality Tertiary Education Ensured to Achieve Inclusive Growth		
Average percentage passing in licensure examinations by the SUC graduates / national average percentage passing in board programs covered by the SUC	1.03 (41.98% / 40.72%)	1.07 (43.57% / 40.72%)
Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	5.00%	7.00%
Percentage change in number of graduates in priority programs	968	2.00% (1,023)
Access of Deserving but Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	10.00%	5.00%
Percentage change of students awarded financial aid who completed their degrees	5.00%	3.00%
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

b) Patented or Commercialized;   b) 1   a) 1

c) Adopted by industry / small and medium enterprises /   c) -   b) 1

 LGU / Community-based Organizations   d) -   c) -

Number of research and development outputs in the fields of 3   5
agro-industrial technology

a. Pursuing advanced research degree programs (Ph.D.) or   a) 2   a) 50.00% (3)

b. Publishing (investigative, or basic and applied scientific b) 13   b) 52.85% (20)
research) or

c. Producing technologies for commercialization or livelihood c) 6   c) 16.67% (7)
improvement

Community Engagement Increased

Percentage change in number of partnerships with LGUs,   2   100% (4)
industry, small and medium enterprises, and local entrepreneurs
and other national agency in developing, implementing or using
new technologies relevant to agro-industrial development *

Percentage Change in the number of poor beneficiaries* of   2   100% (4)
technology transfer / extension programs and activities leading
to livelihood improvement

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets

MFO 2: ADVANCED EDUCATION SERVICES

| Percentage of graduates engaged in employment or whose employment status improved within 1 year from graduation | 96.85% |
| Percentage of students who rate timeliness of education delivery/supervision as good or better | 95%% |

MFO 3: RESEARCH SERVICES

Number of research studies completed in the last 3 years	26
Percentage of research outputs published in a recognized refereed journal in the last 3 years	58%
Percentage of research projects conducted on schedule	100%

MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES
Number of persons trained weighted by the length of training

Number of persons trained weighted by the length of training	4350
Percentage of trainees/clients who rate services rendered as good or better	87%
Percentage of requests for training/technical advice responded to ithin 3 years	91%
Percentage of clients who rate the advisory services as good or better	91%%
Percentage of requests for training responded to within 3 days of request	87.76%
Percentage of requests for technical advice that are responded to within 3 days	87.76%%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	85%%
Number of persons trained weighted by the length of training	4350
Percentage of trainees/clients who rate services rendered as good or better	87%
Percentage of requests for training/technical advice responded to ithin 3 years	91%

Percentage of clients who rate the advisory services as good or better	91%%
Percentage of requests for training responded to within 3 days of request	87.76%
Percentage of requests for technical advice that are responded to within 3 days	87.76%%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	85%%

D.5. QUIRINO STATE UNIVERSITY

STRATEGIC OBJECTIVES

MANDATE

The University shall primarily provide advanced education, higher technological, professional and vocational instruction and training in the fields of arts and sciences, education, agriculture, industrial technology and engineering, information technology, business management and accountancy, tourism and hospitality management, health services, criminology, nontraditional courses and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the development of the province of Quirino and provide progressive leadership in its areas of specialization.

VISION

The leading center for academic and technological excellence and prime catalyst for a progressive and sustainable Quirino province and southern Cagayan Valley

MISSION

Develop competent and morally upright professionals and generate appropriate knowledge and technologies to meet the needs of Quirino province and Southern Cagayan Valley

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

1. Provide innovative and quality higher academic programs and produce competent, productive and committed professionals to meet the needs of Quirino province and Southern Cagayan Valley
2. Provide advanced education programs to enhance competence and productivity of professionals to contribute to the development of Quirino province and Southern Cagayan Valley
3. Generate relevant knowledge and responsive technologies through quality researches
4. Develop and implement techno-transfer programs / modalities through effective and efficient training and extension services

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 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	1.75 (65.18% / 37.07%)	1.76 (65.24% / 37.07%)
Percentage change in graduates tracked who are employed in jobs related to their undergraduate programs	No data	79
Percentage change in number of graduates in priority programs	44	0.15% (48)
Access of Deserving but Poor Students to Quality Tertiary Education Increased		
Percentage change in number of students in priority programs awarded financial aid	44	0.17%
		(50)
Percentage change of students awarded financial aid who completed their degrees	8	1.67%
		(13)
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) 3	a) 4
Level I and II: a) Adopted by industry / small and medium enterprises / LGU / 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	None	1
Number of faculty engaged in research work applied in any of the following:		
a. Pursuing advanced research degree programs (Ph.D.) or	a. 13	a. 23.27% (17)
b. Publishing (investigative, or basic and applied scientific research) or	b. 13	b. 1.69% (14)
c. Producing technologies for commercialization or livelihood improvement	c. 6	c. 16.67% (7)
Community Engagement Increased		
Percentage change in the 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 *	7	42.86%
		(10)

Percentage change in the number of poor beneficiaries* of   650   5.54%
technology transfer / extension programs and activities leading
to livelihood improvement

                                                                                                 (686)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets

MFO 1: HIGHER EDUCATION SERVICES
    Percentage of total graduates that are in priority courses
        Total number of graduates in mandated and priority programs | 852
        percentage of total graduates that are in priority courses | 100%
        Average percentage passing in licensure exams by SUC graduates/national average percentage
            passing in board programs covered by SUC | 1.36%
        Percentage of graduates who finished their academic programs according to the prescribed timeframe | 53.97%
    Percentage of programs accredited at Level 1
        Percentage of programs accredited at Level 1 | 45%
    Percentage of programs accredited at level 2
        Percentage of programs accredited at Level 2 | 18.18%

MFO 2: ADVANCED EDUCATION SERVICES
    Advanced Education Services
        Percentage of graduates who engaged in employment or whose employment status improved within 1
            year of graduation | 90%
        Percentage of students who rate timeliness of education delivery/supervision as good or better | 80%
    Total number of graduates
        Total number of graduates | 34

MFO 3: RESEARCH SERVICES
    Research Services
        Number of Research Studies completed in the past 3 years | 86
        Percentage of outputs presented in local, regional, national and international fora | 47.33%
    Percentage of research projects completed in the last three years
        Percentage of research projects completed in the last three years | 44%
    Percentage of research projects completed within the original project timeframe
        Percentage of research projects completed within the original project timeframe | 100%

MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES
    Technical Advisory Extension Services
        Number of persons trained weight by length of training | 3000
    No. of persons provided with technical advice
        No. of persons provided with technical advice | 1321
    Percentage of trainees who rate the training as good or better
        Percentage of trainees who rate the training as good or better | 90%
    Percentage of clients who rate the advisory services as good or better
        Percentage of clients who rate the advisory services as good or better | 90%
    Percentage of requests for training responded to within 3 days of request
        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
        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
        Percentage of persons who receive training or advisory services who rate timeliness of service
            delivery as good or better | 85%