

F. REGION IVA – CALABARZON

F.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)	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	1.59 (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)

2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Higher Education Services

Total number of graduates	4,596
Percentage of total graduates that are in priority courses	12.50%
Average passing percentage of licensure exams by the SUC graduates/national average percentage passing across all disciplines covered by the SUC	143%
Percentage of programs accredited at Level 1	16%
Percentage of programs accredited at Level 2	11%
Percentage of programs accredited at Level 3	5%
Percentage of programs accredited at Level 4	4%
Percentage of graduates who finished academic program according to the prescribed timeframe	86.71%

MFO 2: ADVANCED EDUCATION SERVICES

Advanced Education Services

Total number of graduates	68
Percentage of graduates engaged in employment within 6 months of graduation	95%
Percentage of students who rate timeliness of education delivery/supervision as good or better	100%

MFO 3: RESEARCH SERVICES

Research Services

Number 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

Number of persons trained weighted by the length of training	7,429
Number of persons provided with technical advice	6,087
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	86%
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	83%

F.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	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	1.28 (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 IGUs, 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)

2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Higher Education Services

Total number of graduates	3,548
Percentage of total graduates that are in priority courses	34.51%
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	35%
Percentage of programs accredited at Level 3	15%
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	47.66%
Percentage of students who rate timeliness of education delivery/supervision as good or better	80%

MFO 3: RESEARCH SERVICES

Research Services

No. of research studies completed	4
Percentage of research projects completed in last 3 years	75%
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	100%

MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

Technical Advisory Extension Services

No. of persons trained weighted by the length of training	6,400
No. of persons provided with technical advice	2,176
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	80%

F.3. LAGUNA STATE POLYTECHNIC UNIVERSITY
(LAGUNA STATE POLYTECHNIC COLLEGE)

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 is 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

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

1.20 (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 refereed 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)

2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Higher Education Services

Total number of graduates	2,557
Percentage of total graduates that are in priority courses	32%
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	18%
Percentage of programs accredited at Level 2	46%
Percentage of programs accredited at Level 3	1.8%
Percentage of graduates who finished academic program according to the prescribed timeframe	77%

MFO 2: RESEARCH SERVICES

Research Services

Number of research studies completed	122
Percentage of research projects completed in last 3 years	55.5%
Percentage of research outputs presented in local, regional, national or international fora	47%
Percentage of research projects completed within the original project timeframe	79%

MFO 3: TECHNICAL ADVISORY EXTENSION SERVICES

Technical Advisory Extension Services

Number of persons trained weighted by the length of training	1000
Number of persons provided with technical advice	605
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%

F.4. SOUTHERN LUZON STATE UNIVERSITY
(SOUTHERN LUZON POLYTECHNIC COLLEGE)

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	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	1.92 (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)
Access of Deserving But Poor Students to Quality Tertiary Education Increased		
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 / Community-based Organizations and / or	a) 3	a) 4
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)

2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Higher Education Services

Total number of graduates	2,814
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	126.55%
Percentage of programs accredited at Level 1	100%
Percentage of programs accredited at Level 2	71.43%
Percentage of programs accredited at Level 3	44.44%
Percentage of programs accredited at Level 4	27.27%
Percentage of graduates who finished academic program according to the prescribed timeframe	90.75%

MFO 2: ADVANCED EDUCATION SERVICES

Advanced Education Services

Total number of graduates	56
Percentage of graduates engaged in employment within 6 months of graduation	95%
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	50%
Percentage of research outputs presented in local, regional, national or international fora	70%
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 weighted by the length of training	750
Number of persons provided with technical advice	30
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	90%
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	90%

F.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

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

1.38 (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

(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)
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Percentage change in number of poor beneficiaries of technology transfer / extension programs and activities leading to livelihood improvement	1,037	10.89% (1,150)
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MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2015 Targets

MFO 1: HIGHER EDUCATION SERVICES

Higher Education Services

Total number of graduates

3,500

Percentage of total graduates that are in priority courses

79%

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	25.81%
Percentage of programs accredited at Level 2	10%
Percentage of programs accredited at Level 3	17.74%
Percentage of graduates who finished academic program according to the prescribed timeframe	83%

MFO 2: ADVANCED EDUCATION SERVICES

Advanced Education Services

Total number of graduates	90
Percentage of graduates engaged in employment within 6 months of graduation	96%
Percentage of students who rate timeliness of education delivery/supervision as good or better	85%

MFO 3: RESEARCH SERVICES

Research Services

No. of research studies completed	20
Percentage of research projects completed in last 3 years	35%
Percentage of research outputs published in a recognized journal or submitted for patenting or patented	35%
Percentage of research projects completed within the original project timeframe	70%

MFO 4: TECHNICAL ADVISORY EXTENSION SERVICES

Technical Advisory Extension Services

No. of persons trained weighted by the length of training	3,600
No. of persons provided with technical advice	135
Percentage of trainees who rate the training course as good or better	83%
Percentage of clients who rate the advisory services as good or better	83%
Percentage of requests for training responded to within 3 days of request	83%
Percentage of requests for technical advice that are responded to within 3 days	83%
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better	83%