

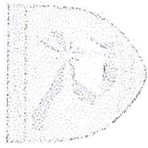
Republic of the Philippines  
**CAGAYAN STATE UNIVERSITY**  
CARIG CAMPUS  
Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

**CAMPUS PLANNING AND DEVELOPMENT OFFICE**

---

# **APPENDIX E**

## **STAKEHOLDERS & THEIR NEEDS AND EXPECTATIONS**



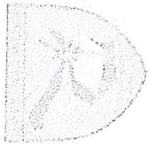
## IDENTIFIED CAMPUS RELEVANT STAKEHOLDERS AND THEIR REQUIREMENTS

### I. INTERNAL STAKEHOLDERS

| Stakeholders | Needs and Expectations/Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Persons Accountable for meeting the Requirements                                                                                                                                                                                                                                                                                                                                                                                                                          | Monitoring Strategies                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Students     | <p><b>Academic Needs</b></p> <p>1. <b>Quality Education:</b><br/>Access to knowledgeable and competent faculty and comprehensive, relevant, industry, and local and international requirements</p> <p>responsive curricula of programs issued with higher level of accreditation and with Certificate of Program Compliance.</p> <p>Opportunity to learn outside the corners of the classroom through exchange programs, support to seminars and trainings, or conferences.</p> <p>2. <b>Resources:</b> Availability of libraries, laboratories, and hard infrastructure to cater to activities and learning needs</p> <p>3. <b>Infrastructure:</b> Access to up-to-date technology and facilities conducive to learning.</p> <p>Presence of conducive learning environment.</p> <p>4. <b>Support Services:</b><br/>Tutoring, academic advising and non-academic counseling, and mentorship programs available to prepare them; access to available medical care and wellness programs.</p> <p>5. <b>Internships and Work Experience:</b></p> | <p>The University and Campus Administration</p> <p>College Dean and faculty members</p> <p>All Faculty and staff from the different Units:</p> <ul style="list-style-type: none"><li>-Academic Affairs</li><li>-Research Development and Extension</li><li>Internationalization, Partnership and Resource Mobilization Administration</li></ul> <p>External Suppliers</p> <p>External Stakeholders like partner government and non-government agencies and industries</p> | <ul style="list-style-type: none"><li>▪ Presence of Content Noted Curriculum</li><li>▪ Acquisition of High Level of Certification of programs</li><li>▪ Constant communication with students and advisers</li><li>▪ Presence of Certificate of Program Compliance</li><li>▪ Inventory of Facilities</li><li>▪ Inventory of Library Resources</li><li>College Accomplishments reports</li><li>List of MOAs/MOUs forged with industries</li><li>OJT Visitation and Monitoring Reports</li></ul> |

CAGAYAN STATE UNIVERSITY - CARIG  
ISO DOCUMENT CONTROL OFFICE  
**MASTER COPY**  
DATE: 01-10-2024  
TIME: 10:50

CAGAYAN STATE UNIVERSITY - CARIG  
ISO DOCUMENT CONTROL OFFICE  
**CONTROLLED COPY**  
DATE: 1-10-24  
TIME: 10:40



**CAGAYAN STATE UNIVERSITY**  
**CARIG CAMPUS**

Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

|  |                                                                                                                                                                                                                                                                                                                  |  |                                                                                                        |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------|
|  | Opportunities to gain practical experience and network with professionals through on-the-job training in industries<br><b>6. Career Services:</b><br>Guidance on job searching, resume writing, and interview preparation.                                                                                       |  | Accomplishment Report of Guidance Office and Alumni Office                                             |
|  | <b>Personal Development</b><br><b>1. Skill Development:</b><br>Opportunities for personal growth, including leadership, communication, and critical thinking through student<br><b>2. Extracurricular</b><br><b>Activities:</b> Access to organizations, sports, and social events for well-rounded development. |  | Accomplishments of the Different Student Organizations, and Colleges                                   |
|  | <b>Financial Support</b><br><b>1. Affordability and Transparency on Costs:</b> Scholarships, financial aid, and flexible payment plans.                                                                                                                                                                          |  | Reports from the Sports Office and Socio-Cultural Office                                               |
|  | <b>Communication and Feedback</b><br><b>1. Clear Communication:</b><br>Regular updates about academic progress, events, and institutional changes.<br><b>2. Opportunities for Feedback:</b> Channels to express concerns and suggestions to improve the educational experience.                                  |  | Reports from the Student Development and Welfare and the Finance Unit on Scholarship Grants            |
|  |                                                                                                                                                                                                                                                                                                                  |  | Postings on Bulletin Boards, and the Official FB site, and reports from the College Deans              |
|  |                                                                                                                                                                                                                                                                                                                  |  | Use of the Feedback Mechanisms Available (See attached consolidated sheet on Satisfaction Measurement) |

CAGAYAN STATE UNIVERSITY - CARIG  
ISO DOCUMENT CONTROL OFFICE

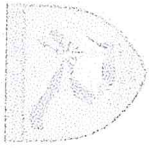
**MASTER COPY**

DATE: 07-20-2024 TIME: 10:26

CAGAYAN STATE UNIVERSITY - CARIG  
ISO DOCUMENT CONTROL OFFICE

**CONTROLLED COPY**

DATE: 07-20-24 TIME: 10:40



# CAGAYAN STATE UNIVERSITY

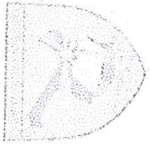
## CARIG CAMPUS

Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

| Faculty and Personnel | Professional Development                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | University and Campus Administration | Faculty and Staff Development Plan including reports on faculty and personnel participation to professional development activities                                                                                                                                                                                                                                                                                  |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <p>1. Ongoing Training: Opportunities for workshops, conferences, and seminars to enhance teaching and research skills, and competencies in their respective specialization</p> <p>2. Research and Extension Support: Access to funding, resources, and time for research activities and extension programs.</p> <p>Work Environment</p> <p>1. Adequate Resources: Access to necessary materials, technology, and facilities for effective teaching and research.</p> <p>2. Collaborative Spaces: Environments that promote collaboration among faculty and departments.</p> <p>3. Support for Well-Being: Access to mental health resources and wellness programs.</p> <p>Job Satisfaction</p> <p>1. Recognition and Appreciation: Acknowledgment of contributions through awards, promotions, and positive feedback.</p> <p>2. Job Security: Clear policies on contracts, tenure, and professional growth opportunities</p> <p>Institutional Support</p> <p>1. Administrative Assistance: Support for managing administrative tasks, allowing more focus on teaching and research.</p> <p>2. Clear Policies: Well-defined policies regarding evaluations,</p> |                                      | <p>Special Orders to support conduct of research and extension activities</p> <p>Reports from the RDE</p> <p>Inventory of Facilities</p> <p>Reports on Mental Health activities for faculty and personnel</p> <p>Open Communication between the administration and the faculty and personnel</p> <p>Satisfaction Measurement</p> <p>Budget Allotment and Utilization</p> <p>Extent of information dissemination</p> |

CAGAYAN STATE UNIVERSITY - CARIG  
1SD DOCUMENT CONTROL OFFICE  
MASTER COPY  
DATE: 09-20-2024 TIME: 10:30

CAGAYAN STATE UNIVERSITY - CARIG  
1SD DOCUMENT CONTROL OFFICE  
CONTROLLED COPY  
DATE: 7-20-24 TIME: 10:40



# CAGAYAN STATE UNIVERSITY

## CARIG CAMPUS

Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

|  |                                                                                                                                                                                                                                                                  |                       |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
|  | promotions, and professional conduct.<br>Compensation and Benefits<br>1. Competitive Salaries:<br>Fair compensation that reflects qualifications and experience.<br>2. Comprehensive Benefits: Access to health insurance, retirement plans, and other benefits. | Payrolls and Payslips |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|

### II. EXTERNAL STAKEHOLDERS

| Stakeholders                                                                                                                                                               | Needs and Expectations/Requirements                                                                                                                                                                                                                                                                                                                                                                                           | Persons Accountable for meeting the Requirements                                                                                                                                                                                                                                      | Monitoring Strategies                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Government and non-government agencies.<br><br>(i.e. CSC, DBM, DENR, CHED, COA, AACUP, AUN-QA, ISO)                                                                        | Accountability and Transparency<br>1. Compliance with Regulations:<br>Adherence to governmental policies, standards, and funding requirements.<br>2. Transparent Reporting:<br>Regular updates on performance metrics, financials, and program outcomes.<br>3. Responsible management of public funds and resources, demonstrating cost-effectiveness and commitment to sustainable practices in operations and resource use. | The University and Campus Administration<br><br>College Dean and faculty members<br><br>All Faculty and staff from the different Units:<br><br>-Academic Affairs<br>-Research Development and Extension<br>Internationalization, Partnership and Resource Mobilization Administration | Timely Submission of Reports<br><br>Campus or Program Certifications<br><br>Feedback Reports |
| Quality Education and Research<br>1. High Academic Standards: Assurance of quality education and robust academic programs that meet national and international benchmarks. |                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                       |                                                                                              |

CAGAYAN STATE UNIVERSITY - CARIG  
ISD DOCUMENT CONTROL OFFICE

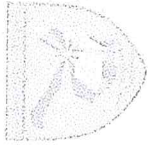
DATE: 03-20-2024 TIME: 10:30

CAGAYAN STATE UNIVERSITY - CARIG  
ISD DOCUMENT CONTROL OFFICE

CONTROLLED COPY

DATE: 7-22-24 TIME: 10:40

9/1



# CAGAYAN STATE UNIVERSITY

## CARIG CAMPUS

Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

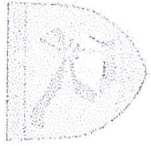
|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                            |                                                                                                                  |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
|                  | <b>2. Research Contributions:</b><br>Collaborative engagement in research that addresses societal challenges and contributes to innovation.<br><b>3. Community Development Contributions</b><br>Conduct of helpful extension services and outreach programs to address local issues and contribute to community development, to uplift the lives of the communities.<br><b>4. Continuous Improvement:</b><br>Engagement in self-assessment and program evaluations to improve educational outcomes.<br><b>5. Feedback Mechanisms:</b><br>Channels for agencies to provide feedback on university performance and areas for improvement.<br><b>6.</b> |                                                                                                                                                                                                                                                            |                                                                                                                  |
| <b>Industry</b>  | <b>Workforce Development</b><br><b>1. Skilled Graduates:</b><br>Production of graduates who embody the values:<br>Competence, Social Responsibility, and Unifying Presence<br>needed to meet workforce demands.<br><b>2. Collaboration on Training Programs:</b> Partnerships to design curricula that align with industry needs.                                                                                                                                                                                                                                                                                                                    | <b>The University and Campus Administration</b><br><br>College Dean and faculty members<br><br>All Faculty and staff from the different Units:<br><br>-Academic Affairs<br>-Internationalization, Partnership and Resource Mobilization<br>-Administration | <b>Industry Reports on Trainees</b><br><br>Industry Feedback on Performance of Graduates<br><br>Activity Reports |
| <b>Community</b> | <b>Research and Innovation</b><br><b>1. Applied Research:</b><br>Development of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>The University and Campus Administration</b>                                                                                                                                                                                                            | <b>RDE Reports</b>                                                                                               |

CAGAYAN STATE UNIVERSITY - CARIG  
MASTER COPY  
DATE: 07-20-2024 TIME: 10:30  
[Signature]

CAGAYAN STATE UNIVERSITY - CARIG  
ISD DOCUMENT CONTROL OFFICE

CONTROLLED COPY

DATE: 7-20-24 TIME: 10:40  
SYI [Signature]



**CAGAYAN STATE UNIVERSITY**  
**CARIG CAMPUS**  
Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                       |                                                                                             |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
|           | have practical applications and can benefit the economy and society.<br><b>2. Partnership Opportunities:</b><br>Opportunities for collaboration on research and development projects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | College Dean and faculty members<br><br>All Faculty and staff from the different Units:<br><br>-Academic Affairs<br>-Research Development and Extension<br>Internationalization, Partnership and Resource Mobilization Administration                                                 |                                                                                             |
| Suppliers | <b>1. Timely Information:</b><br>Regular updates regarding purchasing schedules, specifications, and changes in requirements.<br><b>2. Feedback on Performance:</b><br>Constructive feedback about product quality and service delivery to help improve future interactions.<br><b>3. Timely Payment:</b><br>Consistent adherence to agreed-upon payment terms to ensure cash flow.<br><b>4. Transparent Billing</b><br>Processes: Clarity on invoicing and payment procedures to avoid disputes.<br><b>5. Well-Defined Contracts:</b> Clear agreements outlining terms, conditions, delivery schedules, and pricing to avoid misunderstandings.<br><b>6. Fair Negotiation:</b> Open dialogue during contract negotiations to ensure mutual benefits.<br><b>7.</b> | The University and Campus Administration<br><br>College Dean and faculty members<br><br>All Faculty and staff from the different Units:<br><br>-Academic Affairs<br>-Research Development and Extension<br>Internationalization, Partnership and Resource Mobilization Administration | Reports from the offices involved in Procurement (Procurement Office, BAC, Supply, Finance) |
| Graduates | Alumni Support through Carer Placements and Career Supports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The Campus Administration                                                                                                                                                                                                                                                             |                                                                                             |

CAGAYAN STATE UNIVERSITY - CARIG

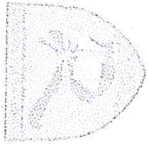
**MASTER COPY**

DATE: 07-20-2024 TIME: 10:30

CAGAYAN STATE UNIVERSITY - CARIG  
ISD DOCUMENT CONTROL OFFICE

**CONTROLLED COPY**

DATE: 7-20-24 TIME: 10:46



CAGAYAN STATE UNIVERSITY

CARIG CAMPUS

Palm St., CSU Carig Compound, Carig Sur  
Tuguegarao City, Cagayan 3500

|  |                                                                                                               |                                                                                                                                                  |  |
|--|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <p><b>Skills Development</b><br/>Education equips them with skills and competence required for their job.</p> | <p>College Dean and faculty members</p> <p>Internationalization, Partnership and Resource Mobilization</p> <p>Alumni Office, Guidance Office</p> |  |
|--|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--|

Consolidated by:

  
**RIO AVERIL C. PAMITTAN, MAEd**  
Campus Planning Coordinator

