



UNIVERSITY OF SANTO TOMAS
OFFICE OF THE SECRETARY-GENERAL

UST: S006-00-ME35
AY 2019-2020

**TO: DEANS, REGENTS, DIRECTORS, PRINCIPALS,
AND HEADS OF DEPARTMENTS**

**RE: REVIEW OF UNIT PROCEDURES, OPERATIONAL PLANS, AND
KRAs AND KPIS OF UNIVERSITY SDAs**

FROM: OFFICE OF THE SECRETARY-GENERAL

DATE: 26 May 2020

In its meeting on 22 May 2020, the discussions of UST Task Force VERITAS on the continuous delivery of University services in the context of the new normal imply the need for the **review and revision of unit procedures and Operational Plans**. Further, **KRAs and KPIS of the Strategic Directional Areas of the University are to be reviewed in response to the new challenges and realities of post-COVID-19 scenarios**.

Below is the summary of approved recommendations to be undertaken by all academic and administrative Offices with the corresponding timelines:

Concerns/Issues	Recommended action(s) to be taken	Responsible unit/ Timeline
Continuous delivery of University services	To review and revise all unit Operational Plans for AY 2020-2021 in view of the <i>new normal</i> to be addressed by the University	All academic units By 30 July 2020 All administrative units By 30 June 2020
	To review and reformulate all unit procedures in order to enable adaptability to the virtual or remote nature of operations, by way of: <ul style="list-style-type: none"> a. interim guidelines for operations, ensuring delivery of services despite offsite mode; b. revision of forms to ensure relevance and applicability of use, including online accomplishment and submission. 	All academic units By 30 July 2020 All administrative units By 30 June 2020



	To review University KRAs and KPIs to respond to the new challenges and realities of a post-COVID-19 world	Lead persons of the Strategic Directional Areas (SDAs) By 30 August 2020
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Please be guided accordingly. Thank you very much for the usual support and cooperation.

Sincerely,



Rev. Fr. Jesus M. Miranda, Jr., O.P.
Secretary-General