**Part 1: Result of Documentation Coaching**

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| --- | --- | --- | --- |
| **Process Owner / Department / Section** | **Procedure / Manual / Work Instruction** | **Comments / Proposed Changes** | **Remarks / Status** |
| **Admin, Accreditation and Faculty Evaluation (Dr. Marife Garcia)** | Admission & Registration Procedure | Procedure (college):* Information campaign
* Application
* CAT
* Evaluation
* Pre-Reg. (exam results, endorsement )
* Requirements
	+ Documents
	+ Medical & Dental
	+ Guidance
* Enrollment (college)
* Registration (college org., the harrow, SSC and NSTP for clustering/reservation)
* Approval and Validation (registrars office)
 |  |
| Procedure (High School):* Application & Submission of Requirements
	+ Documents
	+ Medical & Dental
	+ Guidance Clearance
* HSAT
* Evaluation
* HS Enrollment
* Payment (org. fee, developmental & miscellaneous fees)
 |  |
| University Accreditation Procedure | Consider to insert process of compliance after each survey visit of accreditation to comply to audit findings and recommendations of the accreditation body. |  |
| Define process for sustaining the accreditation and process for monitoring and evaluation. |  |
| Faculty Evaluation Procedure | For CCE - Need to define procedure based on the following process steps:* Notice for Evaluation - Prepare documents (NBC Zonal Center)
* Committee creation
* Evaluation
	+ Committee
	+ Director
* Submission of Results (Zonal Center)
 |  |
| For QCE - Need to define procedure based on the following process steps:* Distribution of Evaluation Tool
* Evaluation (Self, Students, Peer and Supervisor)
* Analysis of Evaluation Results
* Communicate Results
* Submission

**Note: Check the need to provide intervention for faculty performance enhancement** |  |
| **Academic Affairs (Dr. Emelyn Villanueva & Team)** | Determining the Need to Offer New Program/s | Change company name – Macro Vision Consultancy to Romblon State University |  |
| Forms must be part of Attachments (8.0) and not on the Reference Documents (4.0) |  |
| Development of New Programs | Include Determining the Need to Office New Programs Procedure |  |
| Consider to consolidate the processes of Determining the Need to Offer New Program/s and process of Development of New Programs into one procedure.6.1 Determining the Need to Offer New Program/s6.2 Development of New & Existing Programs (last step is to seek RQAT (new) & accreditation (existing programs) |  |
| Promotion of Programs | Procedure already drafted. |  |
| Design and Development of Curriculum and Syllabus | The drafted procedure was already drafted. Need to include process of developing syllabus. |  |
| Retention of Students | Determine reference documents. Need to enhance Performance Indicators. (Percentage of transferred students from one program to another due to failure to satisfy Retention Policy) |  |
| Classroom Management | Need to use standard template of procedure. Identify the following:* 1.0 Objective
* 2.0 Scope
* 3.0 Definition of Terms
* 4.0 Reference Documents
* 5.0 Responsibility & Authority
* 7.0 Performance Indicators
* 8.0 Attachments
 | Already drafted using the standard template. |
| Assessment of Students | Need to use standard template of procedure. Identify the following:* 1.0 Objective
* 2.0 Scope
* 3.0 Definition of Terms
* 4.0 Reference Documents
* 5.0 Responsibility & Authority
* 7.0 Performance Indicators
* 8.0 Attachments
 | Already drafted using the standard template.  |
| Consider to include process for grade computation |  |
| Student Evaluation for Graduation  | Procedure already drafted. Need to correct the use of page connector |  |
| Graduation of Students and Conferment of Degrees | Procedure already drafted. Need to correct the use of page connector |  |
| **Auxiliary, Plant Services and Pollution Control Office (APSPCO)** | Project Management and Implementation | Need to define procedure based on the following processes steps:* Kick-off Meeting (with contractor)
* Project Implementation
* Project Inspection
	+ Concrete Pouring Request
	+ Rebar Install
	+ Finishing
* Project Monitoring
	+ S-Curve
	+ Updating of Construction Schedule
* Final Inspection (Punchlisting & submission of As Built Plan)
* Project Turn-Over
	+ COC
	+ COA
 |  |
| General Services Procedure | Need to define procedure based on the following processes steps:* Houskeeping
	+ Scheduling
	+ Implementing Housekeeping Program
	+ Reporting
* Waste Management
	+ Segregation
	+ Collection
	+ Recovery (MRF)
	+ Disposal
 |  |
| Maintenance | Covers * Preventive Maintenance
* Corrective Maintenance (Repair)
 |  |
| **Supply** | Calibration | Need to define process  |  |
| **HR** | Competence, Training & Awareness Procedure | Need to cover the following processes:* Determining HR Training & Scholarship Needs
* Implementation of HR Development Through Training - (Planned and As per Request)
* Implementation of HR Development Through Scholarships
* Monitoring and Evaluation of Training & Scholarship Effectiveness
 |  |
| HR Management Procedure | Drafted procedure covers Recruit and Selection only. Need to cover also the following processes:* On-boarding Orientation
* Performance Evaluation
* Promotion
* Transfer
* Resignation/Retirement
* Termination
* Leave Application
* Payroll Processing (including timekeeping)
* Disciplinary Action
 |  |
| Need to identify Performance Indicator/s and Attachments (forms) necessary for the execution of the procedure. |  |
| PRAISE (Program on Awards and Incentives for Service Excellence) | Presented the guideline of RSU for the suggestion and incentive awards system of the university. |  |
| Need to define the procedure covering the following process steps:* Notification
* Nomination/Application
* Initial Evaluation (PRAISE Committee – Shortlisting of candidates)
* Final Evaluation
* Awarding
 |  |
| Control of Position Description and Table of Organization Procedure | Creation and communicating Position DescriptionsRevision and communicating the Table of Organization |  |
| **IGS** | Proposal Defense | Consider to consolidate the following processes into one procedure:* Title Defense
* Proposal Defense
* Final Defense

Suggested Title: Guideline and Standard for Master’s Thesis and Dissertation |  |
|  **Research, Extension & Training Office ( Juniel G. Lucidos)** | RSU Extension Control Procedure | Coached with the preparation of the procedure including the required performance indicator  |  |
|  | RSU Research Control Procedure | Coached with the preparation of the procedure including the required performance indicator  |  |
|  | RSU Training Control Procedure | Coached with the preparation of the procedure including the required performance indicator  |  |
|  | SWOT Analysis | Presented SWOT Analysis shall be transferred to the prescribed template and provide business driver (people, technology, performance, compliance obligation) |  |
|  | Risk Assessment | Shall finalize the Risk Assessment based on finalized SWOT Analysis  |  |
| **Accounting ( Ms. Cynthia R. Laynesa)** | Accounting Control Procedure | Checked the presented procedure and shall transferred to the prescribed template and provide performance indicator |  |
|  | Bank Reconciliation Control Procedure | Checked the presented procedure and shall transferred to the prescribed template and provide performance indicator |  |
|  | Preparation of Financial Statement Control Procedure | Checked the presented procedure and shall transferred to the prescribed template and provide performance indicator |  |
| **STA FE CAMPUS** | SWOT ANALYSIS |  Checked the presented SWOT Analysis and include the compliance obligation for securing special permit for mariculture. |  |
|  | Risk Assessment  | Coached in the preparation of risk assessment as per reference to SWOT Analysis |  |
| **STUDENT SERVICES** | Accreditation of Student Organization Control Procedure | Shall transfer the procedure into the prescribed template. |  |
|  | Securing Permit for Student Activities  | Shall consolidate the two processes ( in campus and off campus) into one procedure |  |
| **COLLEGES OF ARTS AND SCIENCES (Reinberg A. Gicole)** | SWOT Analysis | Checked the presented SWOT Analysis and finalize as per identified issues |  |
|  | RISK Assessment | Shall prepare the Risk Assessment based on the finalized SWOT Analysis  |  |
|  | Needs and Expectation | Shall finalize the Needs and Expectation with the actual needs and their respective expectations |  |
| **RSU STA. MARIA ( Danilo M. Miñon** | SWOT Analysis | Shall finalize the presented SWOT Analysis |  |
|  |  Risk Assessment | Shall prepare the Risk Assessment based on the identified issues (weaknesses and threats) including interested party (CHED)  |  |
|  | Needs and Expectation | Shall finalize the presented Needs and Expectations  |  |
| **Supply OFFICE ( Analyn Pearl N. Lopez, Cheryl Maulion)** | Procurement Control Procedure | Checked the presented procedure and transferred to the prescribed template and align the procedure with the actual process |  |
|  | Supply Management Control Procedure | Checked the presented procedure and shall include the following process:* Receiving
* Releasing
* Inventory
* Report of unserviceable property

Report of waste material |  |
|  | External Provider Accreditation and Performance Evaluation Procedure | Shall prepare the procedure for the evaluation of performance of external provider |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis  |  |
|  | Risk Assessment | Shall prepare the risk assessment based on the finalized SWOT Analysis (WEAKNESSES AND THREATS)  |  |
|  | Needs and Expectations | Checked the presented Needs and Expectations  |  |
| **CASHIER ( Joan Kristine F. De Castro, Alma G.Montojo)** | Cashiering Control Procedure | Checked the presented procedure and shall include the following process:* Disbursement of Salaries and Wages

Checks/ Cash Payment to various accounts |  |
|  | SWOT Analysis | Shall finalize the presented SWOT Analysis to provide the business driver (focus area) |  |
| **REGISTRAR** | Handling of Student Record | Checked the presented procedure and shall complete the process |  |
| **STUDENT SEWRVICES (ICJE)** | Development of Instruction (Implementation of OJT/ Internship) Control procedure |  Checked the presented and shall finalize as per actual process implemented |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis and shall transfer to the prescribed template |  |
|  | Risk Assessment | Coached in the preparation of Risk Assessment based on the issues identified in SWOT Analysis |  |
| **LIBRARY ( Nadie Fabila)** | Library Control Procedure | Checked the presented procedure and shall include the following process:1. Issuance of library cards2. Requesting of Books3. Organization of Materials4.Inventory of library materials |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis and finalized the identified weaknesses |  |
|  | Risk Assessment | Shall address the identified weaknesses and threats separately |  |
|  | Needs and Expectations  | Needs and Expectation already available |  |
| **PRODUCTION ( Jeniel A. Santos)** | RSU Income Generating Project Implementation Procedure | Checked the presented procedure ready for finalization and attachments of specified forms |  |
| **MEDICAL ( Abegail Madali)** | Medical Control Procedure | Check the presented procedure and shall include the process for issuance of medical certificate, referral process. Shall prepare Work Instruction for triaging. |  |
|  | Dental Control Procedure | Shall prepare the procedure for dental process. Shall prepare also Work Instruction for dental tooth extraction, permanent filling, phrophylaxis |  |
| **BAC** | BAC Control Procedure | Checked the presented procedure and shall finalize the procedure  |  |
|  |  | **March 28, 2019** |  |
| **All Department** | Implementation Date | The following dates should be followed for the implementation of Quality Management System:

|  |  |
| --- | --- |
| **PLAN A** | **PLAN B** |
| Date of Submission of all requirements (1 month before implementation): April 29, 2019 | Date of Submission of all requirements (1 month before implementation): May 27, 2019 |
| Implementation Date: June 3, 2019 | Implementation Date: June 24, 2019 |
| Internal Audit (1 month after implementation): July 8-10, 2019 | Internal Audit (1 month after implementation): July 29-31, 2019 |
| Management review: July 15, 2019 | Management review: August 5, 2019 |
| Special Internal audit: July 19, 2019 | Special Internal audit: August 9, 2019 |
| MVC Audit: 4th week of July 2019 | MVC Audit: 4th week of August 2019 |
| Certification Date Stage 1 audit: 1st week of August 2019 | Certification Date Stage 1 audit: 1st week of September 2019 |
| Certification Date Stage 2 audit: 2nd week of August 2019 | Certification Date Stage 2 audit: 2nd week of September 2019 |

 |  |
|  |  | The following instruction has been advised to be following for the accomplishment of procedure: |  |
|  | Context of the Organization | Coaching/review of the following records for the identification of context of the organization:* SWOT Analysis Form
* Needs and Expectation of Interested Party
* Risk Assessment Registry
* Opportunities Action Plan
 |  |
|  |  | The following flow should be followed in accomplishing the identification of context and risk assessment process: |  |
|  | Quality Objectives | Coaching of the Quality objectives for each unit per campus. |  |
|  | Diagram in Identification of Risk and Opportunities | Potential failure to comply with |  |
| **DCC** |  | The following dates should be followed for the registration of procedure (Considering Plan A):* Date Received (Upper part of DRRRF): April 29, 2019
* Registration Date/Master Copy Stamp Date: June 22, 2019
* Distribution Date/Controlled Copy Stamp Date: June 29, 2019
* Execution date/Implementation Date: June 3, 2019
 |  |
|  | Registration Process | Coaching of the following records for the registration:* List of Records
* Master Record Control Register
* Document Review Request and Registration Form
* Document distribution retrieval and disposal
* DCC Stamps – required on next visit to procure a stamp
 |  |
|  | Document Distribution, Retrieval and Disposal Form | The following instructions has been advised during the visit:* The Central DCC shall produce 2 sets of CONTROLLED procedure to be distributed on a campus
* 1 set of procedure – all procedures
* 1 set of procedure – copy of unit available for the campus
* Central DCC shall require the Campus DCC to sign the “Document Distribution, Retrieval and Disposal Form” to reflect received CONTROLLED procedure.
* Campus DCC shall distribute the controlled of the Delivery Unit and require the Delivery Unit to sign the “Document Distribution, Retrieval and Disposal Form”
 |  |
| **Budget** | Budget Preparation Procedure | The following concerns should be rectified:* Process for each campus was not yet available during the checking – it is advised that a monitoring sheet should be implemented for each campus for the monitoring of transport of reports from satellite campus to main campus.
* Flow Charting was not yet organized during the checking
 |  |
|  | Budget Execution Procedure | The following concerns should be rectified:* Process for each campus was not yet available during the checking – it is advised that a monitoring sheet should be implemented for each campus for the monitoring of transport of reports from satellite campus to main campus.
* Flow Charting was not yet organized during the checking
 |  |
|  | Financial Accountability Procedure | The following concerns should be rectified:* Process for each campus was not yet available during the checking – it is advised that a monitoring sheet should be implemented for each campus for the monitoring of transport of reports from satellite campus to main campus.
* Flow Charting was not yet organized during the checking
 |  |
|  | Quality Objective | Endorsed a Quality Objective:“To achieve 100% accurate encoding of the proposed budget proposals from the University for the CY 2019” |  |
| **Academic Affairs (Instruction Delivery)** | Procedure | A flowchart has been endorsed during the visit to be use as a guide in drafting the procedure. |  |
|  | Assessment of Student Procedure | The following should be rectified:* The procedure did not describe the accomplishment of item analysis after the assessment process
* The result of item analysis shall be used for the improvement of delivery of lessons for the next sem or during remediation.
 |  |
|  | Retention of Student Control Procedure | The procedure should describe process for the assessment of student who will take the removal exam. |  |
|  | Assessment of Student Promotion and Graduation Procedure | The following processes should be rectified:* The procedure did not include the process of update of “rsuwebsams”
* A process of verification of grades should be done before grades go live online.
 |  |
| **Planning** | Strategic Planning Process | The following concerns should be rectified:* No form for the consolidated Strat Plan
 |  |
|  | Monitoring and Evaluation | No drafted procedure during the visit for the monitoring and evaluation |  |
| **Accounting** | Quality Objective | Endorsed the following quality objective:* “To achieve 100% on-time submission of financial report for CY 2019”
* “To achieve 0 disallowances for the utilization of funds for the CY 2019”
 |  |
|  | Procedure | For finalization of the following procedure:* Disbursement Control Procedure
* Bank Reconciliation Control Procedure
* Preparation of Financial Statements Control Procedure
 |  |
| **STA FE CAMPUS** | Needs and Expectations | Already finalized the Needs and Expectation subject for transfer to the registered template |  |
|  | SWOT Analysis | Checked the presented SWOT subject for signature |  |
|  | Risk Assessment | Checked the presented Risk Assessment ready for signature upon issuance of form number |  |
|  | Opportunities Action Plan | Checked the Opportunities Action Plan ready for signature upon issuance of form number |  |
| **Registrar**  | Handling of Students Record | Shall complete the responsibility and authority |  |
|  | SWOT Analysis | Shall finalize the SWOT Analysis |  |
|  | Risk Assessment | Shall finalize the risk assessment based on SWOT Analysis and interested party |  |
|  | Needs and Expectation | Shall provide the required expectation of identified interested parties |  |
|  | Opportunities Action Plan | Checked the Opportunities Action Plan ready to transfer to registered template and endorsed for signature |  |
|  | List of Records | Shall provide the required form number on the listed forms |  |
|  | Quality Objectives | Proposed quality objective statement:1. To provide 100% on-time releasing of requested students/alumni records for CY 2019 |  |
| **Cashiering** | Cashiering Control Procedure | Tagging of students during enrollment, collection of payments, disbursement of salaries/wages and allowances, preparation and issuance of checks, payment of petty cash. Already finalized the procedure |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis and shall finalize to the registered template |  |
|  | Needs and Expectation | Checked the presented Needs and Expectations ready for transfer to the prescribed template |  |
|  | Risk Assessment  | Shall finalize the risk assessment based on identified weaknesses and threats in SWOT Analysis and interested party in Needs and Expectations |  |
|  | Opportunities Action Plan | Checked the accomplished Opportunities Action Plan and already based on identified opportunities in SWOT Analysis  |  |
|  | Quality Objectives | Proposed quality objective statement:1. To achieve 100% accurate daily collections and deposits transaction for CY 2019 |  |
| **Library** | Library Control Procedure | Shall include the references used in the procedure  |  |
| **CAJIDIOCAN CAMPUS** | Needs and Expectations | Shall finalize the Needs and Expectation based on identified interested parties |  |
|  | SWOT Analysis | Shall finalize the SWOT Analysis based on KRA  |  |
|  | Risk Assessment | Shall prepare the risk assessment based on identified weaknesses and threats in SWOT Analysis and interested party |  |
|  | Opportunities Action Plan | Shall prepare Opportunities Action Plan based on identified opportunities in SWOT Analysis |  |
|  | Medical Control Procedure | Checked the presented procedure and shall finalize as per discussion on the listed process |  |
|  | Dental control Procedure | Checked the presented procedure and shall finalize as per discussion on the listed process |  |
| **SAN ANDRES CAMPUS** | SWOT Analysis | Checked the presented SWOT Analysis and shall transfer to the prescribed business driver |  |
|  | Risk Assessment | Shall finalize the risk assessment based on identified issues in SWOT Analysis and interested parties |  |
|  | Needs and Expectation | Checked the presented Needs and Expectation and shall consolidate for the campus |  |
| **Institute of Criminal, Justice Education** | SWOT ANALYSIS | Checked the presented SWOT Analysis and already aligned with the prescribed business driver |  |
|  | Risk Assessment | Shall include the interested parties in addressing its risk |  |
|  | Quality Objectives | Proposed quality objective statement: 1. To achieve the passing rate of 65% for licensure examination for school year 2019-2020.  |  |
| **Extension** | SWOT Analysis  | Checked the presented SWOT Analysis and aligned with the prescribed business driver |  |
|  | Risk Assessment | Shall finalize Risk Assessment based on identified weaknesses and threats and interested party |  |
|  | Needs and Expectations | Shall finalize the needs and expectation based on identified interested party |  |
|  | Opportunities Action Plan | Coached the preparation of Opportunities Action Plan |  |
|  | Extension Management Control Procedure | Checked the presented procedure subject for finalization and start with the word “shall” in the description of the procedure |  |
|  | Quality Objectives | Proposed quality objective statement:1. To achieve the required 3,700 persons trained weighted by the length of training for CY 2019 |  |
| **IGS** | Master’s Thesis and Dissertation Control Procedure | Checked the presented procedure ready for finalization and document review |  |
|  | Quality Objectives | Proposed quality objective statement:1. To increase by 5% the number of enrollees for School Year 2019-2020 |  |
| **SUPPLY OFFICE** | Supply Management Control Procedure | Checked the presented procedure ready for document review |  |
|  | Procurement Control Procedure | Checked the presented procedure subject for finalization |  |
|  | Evaluation of External Provider Procedure |  Checked the presented procedure subject for finalization |  |
|  | Calibration Control procedure | Not yet finalized  |  |
|  | SWOT Analysis | Shall specify the process being addressed with regards to internal and external issues |  |
|  | Needs and Expectations | Shall include the COA in the list |  |
|  | Risk Assessment | Shall finalized the risk assessment  |  |
|  | Opportunities Action Plan | Shall prepare the Opportunities Action Plan based on SWOT Analysis |  |
|  | Quality Objectives | Proposed quality objective statement:1. To serve at least 90% of received Purchase Request from the end user for CY 2019 |  |
| **HR** | Human Resources Management Procedure | Checked the presented procedure:Shall provide the reference documents used in the preparation of the procedure |  |
|  | Handling of Grievance Procedure | Checked the presented procedure |  |
|  | Strategic Performance Management Procedure | Shall provide the responsibility and authority |  |
|  | Rewards and Recognition Procedure | Checked the presented procedure |  |
|  | Payroll and Remittance Control Procedure | Checked the presented procedure and shall complete the details of the procedure as per clauses. |  |
|  | SWOT Analysis | Not yet finalized |  |
|  | Quality Objectives | Proposed quality objective statement:1. To achieve 100% delivery of syllabi per semester for school year 2019-2020.2. To provide all employees with at least one (1) training for CY 2019. |  |
| **BAC** | BAC Control Procedure | Checked the presented procedure subject for finalization  |  |
|  | SWOT Analysis | SWOT Analysis not yet finalized |  |
| **ROMBLON CAMPUS** | SWOT Analysis |  Checked the presented SWOT Analysis subject for finalization |  |
|  | Needs and Expectation | Shall finalize the needs and expectation of interested parties |  |
|  | Risk Assessment | Shall finalize the identified weaknesses and threats and needs and expectation  |  |
| **COLLEGE OF ARTS AND SCIENCES** | Opportunities Action Plan | Shall provide specific action plan meet the opportunities |  |
| **CALATRAVA CAMPUS** | SWOT Analysis | Shall finalize the SWOT Analysis  |  |
| **Academic Affairs** | Quality Objectives | Proposed quality objective statement:1. To achieve 100% delivery of syllabi per semester for school year 2019-2020. |  |
| **Institute of Information Technology** | SWOT Analysis |  Shall finalize the presented SWOT Analysis based on identified business driver |  |
|  | Risk Assessment | Shall prepare the risk assessment of identified weaknesses and threats in SWOT Analysis and identified interested party |  |
|  | Needs and Expectation | Shall prepare the needs and expectations of identified interested parties |  |
|  | Opportunities Action Plan | Shall prepare the Opportunities Action Plan based on identified opportunities in SWOT Analysis |  |
|  | Quality Objectives | Proposed quality objective statement:1. To achieve 100% delivery of syllabi per semester for school year 2019-2020. |  |
| **HR** | Quality Objectives | Proposed quality objective statement:1. To achieve 100% delivery of syllabi per semester for school year 2019-2020. |  |

**Part 2: Reminders / Assignments**

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| --- | --- |
| **Concerned Department / Section** | **Reminder / Assignment** |
| **All Departments/ Units** | Start the review process of drafted procedures |
| Prepare a List of Records (Identify Maintenance and Preservation Period) |
| The organization should start conducting Risk Management by using the following forms:* Risk Assessment Registry
* Opportunities Action Plan
* SWOT
* Needs and Expectations of Interested Parties
 |

**Part 3 (If necessary):**

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| --- | --- | --- |
| **Client’s Concerns/Questions** | **Consultants’ Advice** | **Remarks** |
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Attachment: Documentation & Forms Monitoring

**Other Concerns:**

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| Suggested agenda for next visit |  |

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| **Rev No.** | **Revision Date** | **Revision History** | **Conducted / Updated by** |
| Ø | March 7~8, 2019 | Initial Documentation Coaching/Gap Analysis | Eric Vinluan/Enrico Pendon |
| 1 | March 25-28, 2019 | Checking of procedure, List of Records, SWOT, Needs, Opportunities Action Plan, risk assessment and quality objectives | Christian john Vinluan/Enrico Pendon |
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|  |  |  |  |

Client Confirmation:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Signature over printed name