University of Perpetual Help System Laguna
City of Biñan, Laguna, Philippines
RESEARCH & DEVELOPMENT CENTER

SUPPORT SERVICES HEADS AS ACTION RESEARCHERS

June 4, 2021
8:00am-12:00nn
Via Google Meet

Dr. Leomar S. Galicia
Facilitator

KNACK FOR ACTION RESEARCH. Program banner which highlights the participation of support services heads as action researchers.

UPHSL MAXIMIZES SUPPORT SERVICES HEADS AS ACTION RESEARCHERS DESPITE COVID-19 MASSIVE IMPACT

By: Research and Development Center

Determined to increase the research outputs of the university despite the exponential impact brought by the COVID-19 on many educational institutions, the Research and Development Center held a webinar type of meeting with the support services heads of the university last June 4 via Google Meet where Dr. Leomar S. Galicia, served as the facilitator.

Participants included Dr. Josefa G. Carrillo, Director for International and External Affairs, Dr. Catherine N. De Jesus, QA Coordinator, Dr. Remina L. Tanyag, University Registrar, Dr. Peter Estellore, Marketing Director, Nova Marie Estabillo, SPS Director, Grace De Guzman, OIC of COP Department and Mark Tamayo, representing George Lino, OIC of IT-JONELTA.

In the first part of the online affair, the research director of the campus shared input as to why research should be conducted, stating that it is a tool for knowledge building and facilitating learning, a means to understand various issues and increase public awareness, an aid to business success, a way to prove lies and support truths, a means to find, gauge and seize opportunities, a seed to love reading, writing, analyzing and sharing valuable information, and a nourishment and exercise for the mind.

He then focused the importance of research in the context of educational institutions wherein action research in particular can be helpful as a means to improve practices, productivity and performance, especially during the period of global health crisis that redefined and restructured the operations of many businesses and schools across the globe. He then proceeded with the nature of action research as a type of inquiry that is "conducted to resolve an immediate problem or a reflective process of progressive problem solving led by individuals working with others in teams or as part of a "community of practice" to improve the way they address issues and solve problems." He then distinguished between practical action research and participatory action research, stating that the former intends to address a specific problem within a classroom, school, or other community and ideally produces an action plan to resolve prevailing concern while the latter aims at empowering individuals and groups to improve their lives and bringing about social change at some level and intends to have intensive involvement of various stakeholders. After which, he enumerated the steps in action research works which include: selecting a focus, clarifying theories, identifying research questions, collecting data, analyzing data, reporting results and taking informed action.

What data, issues and challenges can be researched by the following offices?

OFFICES	RESEARCH CONCERNS
International and External Affairs	Foreign students (documents) (survey research)
Quality Assurance Office	Impact of risk assessment on operational management /efficiency of process implementation (FGD/documentary analysis)
Registrar's Office	Performance measures of credentials release (documentary analysis) Trend analysis (3-5 years)
Human Resource	
Information Technology Services	LMS (knowledge gaps of faculty) (survey first to faculty members)
Marketing Department	Data on inquiries, examinees and enrollees (trend analysis)
Community Outreach Department	Sustainability/impact assessment of COP program within 3 years
Student Personnel Services	Limitations on online counseling (**customized** online counseling)

IDENTIFYING RESEARCH CONCERNS. Screenshot of identified research areas which can be worked on by various support services of the institution.

Half of the time allotted for the undertaking was focused on the data, issues and challenges that can be worked on by the concerned offices. Through group brainstorming, the International and External Affairs determined the processing of documents by foreign students as its research concern while the Quality Assurance Office wanted to identify the impact of risk assessment on operational management/efficiency of process implementation of various units of the institution. Moreover, the Registrar's Office would like to look into the performance measures of credentials release through documentary and trend analysis. Meanwhile, a focus on learning management system gaps by faculty members was shared by the Information Technology Services representative. Furthermore, the Marketing Department wishes to work on data on inquiries whether these were translated into examinees and enrollees through a trend analysis. The COP Department would like to assess the sustainability of COP program within the last three years and finally the Student Personnel Services intends to explore the limitations of online counseling.

Dr. Galicia ended the affair by announcing the holding of research title proposal for support services heads which are expected to be conducted after the ISO Recertification Audit on June 21-22 and the online graduation rites for the class of 2021 set on June 25.

EYEING ACTION RESEARCH. Contents focused on action research for support services heads of the University.