QS Stars Case Study: University of Perpetual Help System DALTA (UPHSD)

The University of Perpetual Help System DALTA (UPHSD) is a private institution in Las Piñas City, Metro Manila, Philippines. It was founded on February 5, 1975 by Dr/BGen Antonio Laperal Tamayo, the current CEO and Chairman of the Board, and his wife, Dr. Daisy Moran Tamayo, Chairman of the Presidential Executive Board.

On May 18, 2017, CHED conferred upon UPHSD the Autonomous status. This recognition was received by the present University President, Dr. Anthony Jose M. Tamayo during the 23rd founding anniversary of CHED.

Today, UPHSD is continuing its efforts to maintain and sustain quality and excellence. The institution continuously subscribes to the institutional philosophy that national development and transformation is predicated upon the quality of education of its people. It is committed to the ideals of teaching, community service and research, with “Character Building is National Building” as its guiding principle.

It has 39 accredited programs in various levels by PACUCOA and is ISO 9001:2015 certified.

Why did you choose QS?

As an institution of higher learning, UPHSD has embarked on a number of quality assurance initiatives such as accreditation and ISO certification, among others. We wished to explore greater opportunities for self-appraisal and enhancement by considering international benchmarks. We believed that QS Stars offer a reputable and fair rating system for institutions like us which are venturing to become one of the distinctive academic institutions in the global education landscape.

What objectives have QS Stars helped you to achieve?

QS Stars has helped us to identify our strengths, opportunities and areas for improvement. It has increased our presence locally and internationally by our inclusion in the TopUniversities.com. It has facilitated the marketing of our programs and made possible the improvement of these programs and services based on a data-driven analytics of our current performance to project our institution into the future.
What are the key benefits of using QS Stars?

Because of our involvement in a collaborative self-examination of our programmes and services, we have successfully streamlined our processes and procedures, and put in place the necessary mechanisms to further upgrade the quality of our programmes and services. The guidance and support of a dedicated QS analyst has made it possible for us to focus on areas of evaluation that would afford us the most gains. As a result, we now give utmost and particular attention to our identified KPIs and data analytics to drive our decisions and priorities. We also benefited from the prestige that comes with our 3-stars rating as an institution of higher learning.

What challenges have you been able to overcome thanks to QS Stars?

Adhering to global standards has always been a challenge to us. With our engagement with QS Stars, we realised that we have the potential and capacity to become an internationally-recognised institution of higher learning. With the comprehensive rating system reflected in terms of percentages and scores of QS Stars, we were able to identify areas that need further improvement, threats and weaknesses that need to be addressed, and opportunities to explore.

What have you learnt from using QS Stars?

QS Stars has taught us the value of institutional data that reflect our performance in terms of our targeted KPIs. Our participation in the QS Stars rating system has helped us to identify and establish measures and mechanisms for institutional improvement and programme enhancement.

What is your advice for getting the most out of QS Stars?

Institutions that desire to get the most out of QS Stars should be open to self-examination and rectification. Collaboration among key personnel in the institution is very important to highlight significant best practices. The availability and accessibility of data and performance metrics are also critical aspects and requirements of the whole evaluation process.
“We are pleased to have worked with QS Stars in our efforts to examine our performance as an institution of higher learning. QS Stars is a highly regarded international rating system that promotes quality and excellence among academic institutions as it offers an opportunity to institutions for reflective analysis of its systems, processes and procedures. QS Stars is staffed with analysts and personnel who are competent, cordial and accommodating to applicant institutions.”
QS Stars explained

QS Stars is a globally-recognised rating system for higher education institutions. Ratings are achieved through an in-depth assessment across at least eight categories, resulting in an overall rating of 1 to 5+ Stars and a rating of 1 to 5 Stars for each category.

Following the assessment, QS provides a detailed report summarising the results in each category. This allows institutions to recognise their strengths, as well as weaker areas which may require attention and improvement.

The QS Stars package also includes a set of badges with the ratings achieved overall and in each category. Institutions may use these in their own marketing materials to show prospective students their strengths in areas that matter most, such as Teaching and Employability.

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