

**FORM 5 CONTINUED: REFERENCE QUESTIONNAIRE
 PUERTO RICO DEPARTMENT OF EDUCATION
 PRDE -OSIATD-2018-004- STUDENT INFORMATION SYSTEM (SIS)**

REFERENCE NAME: Ana Helvia Quintero, Professor of the University of Puerto Rico

PROPOSER (VENDOR) NAME : Pro-Info

Section I. RATING

Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

RATING SCALE

CATEGORY	SCORE
Poor or Inadequate Performance	0
Below Average	1 – 3
Average	4 – 6
Above Average	7 – 9
Excellent	10

1. Rate the overall quality of the vendor's services:

10 9 8 7 6 5 4 3 2 1 0

2. Rate the response time of this vendor:

10 9 8 7 6 5 4 3 2 1 0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. *(This pertains to delays under the control of the vendor):*

10 9 8 7 6 5 4 3 2 1 0

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

10 9 8 7 6 5 4 3 2 1 0

5. Rate the knowledge of the vendor's assigned staff and their ability to accomplish duties as contracted:

10 9 8 7 6 5 4 3 2 1 0

6. Rate the accuracy and timeliness of the vendor's billing and/or invoices:

10 9 8 7 6 5 4 3 2 1 0

7. Rate the vendor's ability to resolve a problem related to the services provided quickly and effectively:

10 9 8 7 6 5 4 3 2 1 0

8. Rate the vendor's flexibility in meeting changing business requirements:

10 9 8 7 6 5 4 3 2 1 0

9. Rate the likelihood of your company/organization recommending this vendor to others in the future:

10 9 8 7 6 5 4 3 2 1 0

Section II. GENERAL INFORMATION

1. Please include a brief description of the products and services provided by this vendor for your business/organization and any other comments you would like to provide:

The University of Puerto Rico (UPR) had a Grant from the US Department of Education, College Access Challenge Grant Program, whose aim was to enhance the possibility of underrepresented groups to access to post secondary education. In Puerto Rico, the access challenge is one of disparate pre-college (K-12) academic opportunities among socioeconomically disadvantaged students, most of which go to public schools. I was the PI of the project. Pro-Info, was one of the groups that worked on this project. They helped us improve the information systems of the UPR and of the Puerto Rico Department of Education (PRDE) to facilitate these students' access to the UPR. We improved the PRDE's Student Information System (SIE by its Spanish acronym). The system was improved in terms of schools with data completeness from 23% in 2009 to 91% in 2014 and in terms of students with data completeness from 60% in 2009 to 95% in 2014. The UPR new electronic GPA registration system was used to facilitate electronic transcription and PRDE GPA access to expedite the UPR's 2014 admissions process and for the first time also facilitated 2014 admissions for Inter American University of PR, the first private college participating in the project.

2. During what time period did the vendor provide these services for your business?

Month: January Year: 2009 to Month: July Year: 2016

3. Annual Value of Contract:

2013-2014: \$212,000

2014-2015: \$234,500

2015-2016: \$198,130

Section III. ACKNOWLEDGEMENT

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:



Signature of Reference

January 10, 2019

Date

Ana Helvia Quintero

Print Name

Professor UPR

Title

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