CAGAYAN STATE UNIVERSITY

ANDREWS CAMPUS

CITIZEN'S CHARTER

2025 1ST EDITION

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ANDREWS CAMPUS

CITIZEN'S CHARTER

2025 (1st EDITION)

I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

"WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies". Merging the Cagayan Valley College of Arts and Norther Luzon College of Agriculture into a state University, transferring the college-level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

II. VISION

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the sciences as well as technological and professional fields.

III. MISSION

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

IV. SERVICE PLEDGE

The Administrators, faculty members, and employees of the Cagayan State University do hereby pledge to render service as efficiently as the laws require and the circumstances may allow. We shall not unduly delay the processing of transactions and shall act on all requests for action in the most expeditious manner possible in accordance with the provisions of our Citizens' Charter and the provisions of law.

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ACCOUNTING OFFICE

1. VALIDATION OF ENROLLMENT

This is a process by which students become officially enrolled in classes for a given semester.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Assessment Form – 1 Original Copy (Opt-Out)	Registrar's Office
Assessment Slip – 1 Original Copy (Opt-In)	Registrar's Office
Official Receipt – 1 Original copy (Opt-Out)	Cashier's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
FOR OPT-OUT STUDENTS				
1. Presents Assessment Form and Official Receipt.	1. Receives the Assessment Form and Official Receipt from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS).	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. If reconciled, validates the enrolment.	None	1 minute	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	1 minute	*Assessment Officer* Accounting Office
5. Waits for the processing of the service.	5. If not reconciled, the Assessment Officer makes the necessary adjustment and re-prints the	None	6 minutes	*Assessment Officer* Accounting Office

	assessment form. Stamps “Officially Enrolled” and affixes signature on the Assessment Form.			
6. Receives the Assessment Form.	6. Releases copy of Assessment Form to student.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**14 minutes**	
FOR OPT-IN STUDENTS				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Presents Assessment Slip.	1. Receives the Assessment Slip from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Posts discounts in the Student Information and Accounting System (SIAS).	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Prints the Assessment Form and validates the enrollment.	None	4 minutes	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. Stamps “Officially Enrolled” and affixes signature on the Assessment Form.	None	1 minute	*Assessment Officer* Accounting Office
5. Receives the Assessment Form.	5. Releases copy of Assessment Form to student.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**11 minutes**	

2. ISSUANCE OF EXAMINATION PERMIT

This is a process of issuing examination permits to officially enrolled students, and to facilitate the collection of fees during examination period.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Assessment Form – 1 Original copy	Registrar's Office
Official Receipt – 1 Original copy (Opt-Out)	Cashier's Office
Promissory Note – 1 copy (Opt-Out) *(required only if the students failed to pay)*	Accounting Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
FOR OPT-OUT STUDENTS				
1. Presents Assessment Form and Official Receipt. (*if Assessment Form is not available, client may present School ID*)	1. Receives the Assessment Form and Official Receipt from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies balance of fees required to be paid on the examination period. Promissory notes are accepted in case students cannot pay the required amount of fees.	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Prints and signs the examination permit.	None	4 minutes	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. Stamps "PERMIT ISSUED" on the Assessment Form/Official Receipt of student.	None	1 minute	*Assessment Officer* Accounting Office
5. Receives the Assessment Form/Official Receipt and Permit	5. Releases the Permit and Assessment	None	1 minute	*Assessment Officer* Accounting Office

	Form/Official Receipt			
	Total:	**None**	**11 minutes**	
FOR OPT-IN STUDENTS				
1. Presents Assessment Form. (*if Assessment Form is not available, client may present School ID*)	1. Receives the Assessment Form from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Prints and signs the examination permit.	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Stamps “PERMIT ISSUED” on the Assessment Form.	None	1 minute	*Assessment Officer* Accounting Office
4. Receives the Assessment Form and Permit.	4. Releases the Permit and Assessment Form.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**7 minutes**	

3. SIGNING OF CERTIFICATE OF ENROLLMENT AND BILLING

This is a process of ensuring that officially enrolled students are given correct certification upon request.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Certificate of Enrollment and Billing – 1 Original copy	Registrar's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Presents Certificate of Enrolment and Billing	1. Receives the Certification form issued by the Registrar Office	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies record of student with the SIAS.	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Assessment officer signs the Certification on behalf of the Campus Accountant.	None	1 minute	*Assessment Officer* Accounting Office
4. Receives the Certificate of Enrolment and Billing; Signs in the respective logbook.	4. Releases the signed Certification	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**7 minutes**	

4. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS

This is a process of ensuring that officially enrolled students are given updated Statement of Accounts.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Request Form	Accounting Office
Official Receipt - Original Copy	Cashier's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fills out Request Form; Presents Accomplished Request Form and Official Receipt.	1. Receives the Request form and Official Receipt of the requested document from the Student. Students should pay in the Cashier's Office.	PHP 20.00	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies the student ledger in the SIAS. If correct, the Assessment Officer prints and signs the SOA.	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. If not correct, the Assessment Officer makes the necessary adjustment; Prints and signs the SOA.	None	8 minutes	*Assessment Officer* Accounting Office
4. Receives the SOA Signs in the respective logbook.	4. Releases the SOA to student.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**PHP 20.00**	**14 minutes**	

5. ADJUSTMENT OF ASSESSMENT DUE TO SCHOLARSHIP DISCOUNTS OTHER THAN FREE HIGHER EDUCATION SUBSIDY

This is a process of adjusting students' ledger due to scholarship discounts other that Free Higher Education subsidy.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Assessment Form with Official Stamp of scholarship discount from Office of Student Development and Welfare (OSDW)	Registrar's Office, OSDW Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Presents the Assessment Form.	1. Receives copy of Assessment Form from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies the validity of the claim.	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Updates the system's data with the necessary adjustment on the students' ledger.	None	8 minutes	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. Stamps "POSTED" on the Assessment Form.	None	1 minute	*Assessment Officer* Accounting Office
5. Receives a copy of the Assessment Form	5. Releases Assessment Form to student.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**15 minutes**	

6. ADJUSTMENT OF ASSESSMENT DUE TO PETITIONED SUBJECTS

This is a process of adjusting students' ledger due to petitioned subjects.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Approved Petition Letter	Dean's Office, CEO' Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Presents approved Petition Letter.	1. Receives copy of approved Petition letter from students.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies the rate and compute the total amount of payment for the Faculty who will handle the petition subject.	None	10 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Makes the necessary adjustment on the student ledger.	None	5 minutes	*Assessment Officer* Accounting Office
4. Receives the information on updated assessed fees.	4. Informs the students on the updated assessed fees.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**17 minutes**	

7. ADJUSTMENT OF FEES DUE TO CANCELLATION OF ENROLLMENT AND DROPPING OF SUBJECT

This is a process of ensuring that adjustment of fees of students due to cancellation of enrollment and dropping of subject is valid and authorized.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Approved Drop-out Form – 1 original copy	Registrar's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Presents the Drop-Out Form.	1. Receives the drop-out form from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verify the completeness and validity of the drop-out form.	None	4 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. If not complete and invalid, informs the student on the necessary action/s to make the drop-out form valid;	None	4 minutes	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. If complete and valid, makes the necessary adjustment on the students ledger (SIAS);	None	4 minutes	*Assessment Officer* Accounting Office
5. Receives the information on updated student' ledger.	5. Informs the students on the updated student' ledger.	None	1 minute	*Assessment Officer* Accounting Office
	Total:	**None**	**14 minutes**	

8. PROCESSING OF REFUNDS FOR STUDENTS

This is a process of ensuring that claims for refunds of students are valid, accurate and with complete supporting documents and that overpayment of students are being refunded to them.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Validated Assessment Form – 1 Original Copy	Registrar's Office
Official Receipt – Original	Cashier's Office
Request for Form	Accounting Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fills out Request Form; Presents Accomplished Request Form, Assessment Form and Official Receipt.	1. Receives the Accomplished Request Form, Assessment Form and Official Receipt from the student.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies validity of the claim and completeness of supporting documents.	None	8 minutes	*Assessment Officer* Accounting Office
3. Waits for the processing of the service.	3. Informs client if the claim is not valid, and if the supporting documents are incomplete.	None	4 minutes	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. If the claim is valid and complete, accepts the documents for processing.	None	1 minute	*Assessment Officer* Accounting Office
5. Waits for the processing of the service.	5. Prepares Disbursement Voucher and records on logbook.	None	8 minutes	*Assessment Officer* Accounting Office
6. Write the contact number on the Disbursement Voucher.	6. Informs the student that he/she will be notified by the Cashier when the Check is ready for release.	None	4 minutes	*Assessment Officer* Accounting Office
	Total:	**None**	**26 minutes**	

9. SIGNING OF STUDENT CLEARANCE (TERMINAL & FOR TRANSFER)

This is a process ensuring that student has fully paid his school fees and other financial obligation to the university before signing the clearance.

Office or Division:	Accounting Office – Assessment Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
Original Clearance Form – 1 copy	Registrar's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Presents Clearance Form.	1. Receives the clearance form.	None	1 minute	*Assessment Officer* Accounting Office
2. Waits for the processing of the service.	2. Verifies on the database if the student has no balance and has paid all required fees. If so, signs the clearance for and on behalf of the Campus Accountant.	None	4 minutes	*Assessment Officer* Accounting Office
3. Receives the information on the unpaid balance	3. If otherwise, informs the student to settle the balance at the Cashier's Office.	None	4 minutes	*Assessment Officer* Accounting Office
4. Waits for the processing of the service.	4. If settled, signs the clearance for and on behalf of the Campus Accountant.	None	1 minute	*Assessment Officer* Accounting Office
5. Receives the Signed Clearance Form; Signs in the respective logbook.	5. Returns the signed clearance form to the student.	None	2 minutes	*Assessment Officer* Accounting Office
	Total:	**None**	**12 minutes**	

BIDS AND AWARDS COMMITTEE

1. COMPETITIVE BIDDING-PUBLIC BIDDING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:		Bids and Awards Committee and The Secretariat		
Classification:		Highly Technical		
Type of Transaction:		G2B-Government to Business Entity		
Who may Avail:		All end-user of purchase request		
Checklist of Requirements		**Where to Secure**		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request(End User)	1.1 Organize Pre – Procurement Conference (if necessary). 1.2 Prepare minutes of the meeting.	None	1 Working Day	*BAC Secretariat* BAC Office
	1.3 Conduct pre-procurement conference with the members, TWG and end-user.	None	1 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office
	1.4 Posting of invitation to bid or request for intent in PhilGEPS and/or in nationwide-website, social media platform or such other channels as may be authorized by the GPPB	None	7 Working Day	*BAC Secretariat* BAC Office
	1.5 Send Invitation to Observers	None	1 Working Day	*BAC Secretariat* BAC Office
	1.6 Conduct pre-bid meeting with interested contractors / suppliers / consultants.	None	12 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office
	1.7 Prepare minutes of the meeting	None	1 Hour	*BAC Secretariat* BAC Office
	1.8 Schedule and organize meeting for the submission and opening of bids.	None	1 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office

	1.9 Update supplemental Bid bulletin (to be posted in PhilGEPS, in any conspicuous place and on the website or social media platforms or such other channels as may be authorized by the GPPB).	none	7 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office
2. Bidder buys bidding Documents , shows receipt of payment	1.1 Issue Bidding Documents	*(see table 1 below)*	30 minutes	*BAC Secretariat* BAC Office
	1.2 Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged. Conduct opening of bids	None	1 Working Day	*BAC Secretariat, BAC Chair and Members, Technical Working Group* BAC Office
	1.3 Evaluation of bids According to its criteria for contract award	None		
	a. For LCB 61.2 Lowest Calculated Bid	None	7 Calendar days	*BAC Chair and Members, Technical Working Group* BAC Office
	b. For MEARB 61.3 Most Economically Advantageous Responsive Bid	None	14 Calendar days	*BAC Chair and Members, Technical Working Group* BAC Office
	c. For MARB 61.8. Most Advantageous Responsive Bid	None		
	1.4 All participating bidders shall be furnished with the results of the evaluation, which shall reflect the ranking and total scores only, after the approval by the HoPE of the ranking. Said results shall also be posted in the PhilGEPS and the website of the Procuring Entity, whenever available	None	7 calendar days	*BAC Secretariat* BAC Office
	1.5 Prepare minutes of the meeting.	None	1 Hour	*BAC Secretariat* BAC Office

	1.6 Post-qualify the bidder with LCB/MEAB/MAB.	None	45 Working Days	*BAC Chair and Members, Technical Working Group* BAC Office
	1.7 Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.	None	3 CD	*BAC Chair and Members, Technical Working Group* BAC Office
	1.8 the BAC shall notify all other bidders, in writing, of its recommendation	None	3 CD	*BAC Secretariat* BAC Office
	1.9 Approve the Resolution / Issue the Notice of award.	None	10 CD	*HOPE* Office of the President
	1.10 Contract Preparation and Signing.	None	10 Working days	*BAC Secretariat* BAC Office
	1.9 Issue the Notice to Proceed.	None	7 Working days	*BAC Secretariat* BAC Office
	1.11 Post the Notice of Award in PhilGEPS.	None	1 hour	*BAC Secretariat* BAC Office
	1.12 Post the Notice to Proceed and the approved contract in PhilGEPS.	None	1 hour	*BAC Secretariat* BAC Office
TOTAL:	According to its criteria for contract award	**None**		
	A. For LCB 61.2 Lowest Calculated Bid	**None**	123 days, 4 hours and 30 minutes	
	B. For MEARB 61.3 Most Economically Advantageous Responsive Bid	**None**	130 days, 4 hours and 30 minutes	
	C. For MARB 61.8. Most Advantageous Responsive Bid	**None**	123 days, 4 hours and 30 minutes	
	Maximum allowable time for goods	**None**	156 DAYS	
	Maximum allowable time for Infrastructure **a. 50 MILLION AND ABOVE**	**None**	161 DAYS	
	b. Above 50 MILLION	**None**	176 DAYS	

"Service is covered under RA 12009 Section 27"

Table 1. STANDARD RATES

The cost of bidding documents shall correspond to the ABC range as indicated in the table below. This shall be the maximum amount of fee that procuring entities can set for the acquisition of bidding documents.

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

2. GOVERNMENT PROCUREMENT – DIRECT ACQUISTION

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity, G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1.1 Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		*BAC Secretariat, TWG* BAC Office
	1.3 Prepare and route Resolution to BAC members for signature.	None	1 day	*BAC Secretariat* BAC Office
2.Client submits necessary attachments as per COA Circular No. 2012-001 dated 14 June 2012, and subsequent relevant rules and regulations	1.1 Evaluate the completeness of the documents and submits to Supply Office	None	1 day	*BAC Secretariat* BAC Office
	Total:	**None**	**3 days**	

“Service is covered under RA 12009 Section 32”

3. GOVERNMENT PROCUREMENT – DIRECT CONTRACTING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1.1 Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		*BAC Chair and Members* BAC Office
	1.3 Prepare and route Resolution to BAC members for signature.	None	1 day	*BAC Secretariat* BAC Office
	1.4 Prepare the Request for Quotation or pro-forma invoice.	None	2 days	*BAC Secretariat* BAC Office
	1.5 Send the RFQ to the identified direct supplier of known technical, legal and financial qualifications.	None		*BAC Secretariat* BAC Office
	1.6 Retrieve the Request for Quotation.	None		*BAC Secretariat* BAC Office
	1.7 Recommend to HOPE to award the contract in favor of the supplier.	None	3 days	*BAC Chair and Members* BAC Office
	1.8 Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	*HOPE*
	1.9 Transmit the Abstract of Quotation to Supply office.	None	1 day	*BAC Secretariat*

				BAC Office
	Total:	**None**	**9 days**	
“Service is covered under RA 12009 Section 31”				

4. GOVERNMENT PROCUREMENT -SMALL VALUE PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business Entity
Who may Avail:	All end-user of purchase request
Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
Client submits the properly earmarked purchase request	1.1 Receive and log the Requisition and Issuance Slip or Purchase Request (earmarked). 1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be advised to revise by the end-users. 1.3 Except for those with ABCs equal to Two Hundred Thousand Pesos (₱200,000.00) and below which shall not require posting, RFQ or Request for Proposal (RFP) shall be posted for a period of three (3) calendar days on the PhilGEPS website, website of the Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity. 1.4 Pre-bid conference may be conducted at the discretion of the BAC, in order to clarify and/or explain any of the	None	1 WORKING DAY	*BAC Secretariat, BAC Members, and TWG* BAC OFFICE

	requirements, terms, conditions, and specifications stipulated in the RFQ.			
	1.5 The BAC shall prepare and send the RFQs or RFPs to at least three (3) suppliers, contractors or consultants of known qualifications, as the case may be. Apart from the intended recipients of the RFQs or RFPs, those who responded to any of the required postings shall be allowed to participate. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	1 WORKING DAY	*BAC Secretariat* BAC Office
	1.6 Retrieve the Request for Quotation.	None	3 WORKING DAYS	*BAC Secretariat* BAC Office
	1.7 Evaluate the Request for Quotations through a meeting. 1.8 Meet, if necessary, and evaluate the bid/s; 1.9 Log and return the PR to the end-user in case no bid is accepted or failure of bidding. 1.10 End-user conducts market survey and amends the PR; 1.11 The BAC Secretariat receives the amended PR and proceed starting step 2	None	1 WORKING DAY	*BAC Secretariat, BAC Members, and TWG* BAC OFFICE
	1.12 Prepare the Abstract of Quotation. 1.13 The BAC shall recommend to the HoPE the award of a contract in favor of the supplier, contractor, or consultant with the LCRB, MEARB, MARB or HRRB. In case of approval, the HoPE shall immediately enter into contract with the said supplier, contractor, or	None	1 WORKING DAY	*BAC Secretariat, BAC Members, and TWG* BAC OFFICE

	consultant. 1.14 Verify the signature of the BAC Members;			
	1.15 Transmit the Abstract of Quotation to Supply office.	None	1 WORKING DAY	*BAC Secretariat* BAC Office
	TOTAL	**None**	8 DAYS	

"Service is covered under RA 12009 Section 34"

5. GOVERNMENT PROCUREMENT – UNSOLICITED OFFER WITH BID MATCHING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B – Business Entity to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Original offeror submits unsolicited offer	1.1 Assess whether the project being offered is necessary pursuant to its nature.	None	20 days	*BAC Secretariat* *BAC Members* BAC Office
	1.2 Conduct the evaluation of the offer upon the submission of complete documentary requirements	None	30 days	*BAC Secretariat* *BAC Members* BAC Office
	1.3 Offer or may still withdraw the offer	None	5 days	*Offer or Manufacturer Supplier*
	1.4 Evaluate the submitted requirements to determine if the project being offered involves a new concept or technology	None	90 days	*BAC Secretariat* *BAC Members* BAC Office
	1.5 Notify the offeror of the results of the evaluation	None	5 days	*BAC Secretariat* *BAC Members*

				BAC Office
	1.6 Negotiate with the offeror and discuss the budget availability	None	15 days	*BAC Secretariat* *BAC Members* BAC Office
	1.7 If the negotiation is unsuccessful, It shall be declared as failure of negotiation. If negotiation is successful, offeror shall be issued a certification conferring original offeror status	None	1 day	*BAC Secretariat* *BAC Members* BAC Office
	1.8 Submit the appropriate bid security.	None	10 days	*Offeror* *Manufacturer* *Supplier*
	Total:	**None**	**176 days**	

“Service is covered under RA 12009 Section 30”

6. GOVERNMENT PROCUREMENT – REPEAT ORDER

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	2. Review the PR and recommend to the HOPE the award of contract in favor of the previous winning bidder.	None		*BAC Chair and Members* BAC Office
	3. Prepare and route Resolution to BAC members for signature.	None	3 days	*BAC Secretariat* BAC Office
	4. Recommend to HOPE to award the contract in favor of the previous winning bidder.	None	3 days	*BAC Chair and Members* BAC Office
	5. Transmit the Abstract of Quotation to Supply office.	None	1 day	*BAC Secretariat* BAC Office
	6. Post-qualify the bidder with equal to or lower than that provided in the original contract and the prevailing market price.	None		*BAC Chair and Members, Technical Working Group* BAC Office
	Total:	**None**	**8 days**	

"Service is covered under RA 12009 Section 33"

7. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1.1 Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		*BAC Chair and Members, Technical Working Group* BAC Office
	1.3 Prepare and route Resolution to BAC members for signature.	None	1 day	*BAC Secretariat* BAC Office
	1.4 Prepare the Request for Quotation or pro-forma invoice.	None	2 days	*BAC Secretariat* BAC Office
	1.5 Send the RFQ to the Servicing Agency.	None		*BAC Secretariat* BAC Office
	1.6 Retrieve the Request for Quotation.	None		*BAC Secretariat* BAC Office
	1.7 Recommend to HOPE to award the contract in favor of the supplier determined to have S/LCRB, MEARQ, or S/HRRP.	None	3 days	*BAC Chair and Members* BAC Office
	1.8 Transmit the procurement documents to Supply office.	None	1 day	*BAC Secretariat* BAC Office
	Total	**None**	**8 days**	

“Service is covered under RA 12009 Section 35”

BUILDING AND GROUNDS MAINTENANCE OFFICE

1. MANPOWER ASSISTANCE REQUEST

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Manpower Assistance to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2. Evaluate the said request and if approved, assigns janitorial staff available to act on the said request	None	10 minutes	*Janitorial Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.1 The janitorial staff assigned performs the requested service	None	3 days	*Janitorial Staff* Building and Grounds Management Office
3. Upon completion of the said request, client rates and give feedbacks on the said service availed	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**3days and 20 minutes**	

2. CARPENTRY SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
(IF ALL SUPPLIES AND MANPOWER ARE AVAILABLE)				
1. Request Carpentry repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a carpenter/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Carpenter/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Aircon Techinician/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge*

				Building and Grounds Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request Carpentry repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns a carpenter to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Carpenter/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until	None	6 days	*Carpenter/s / CAPE Services Personnel-in-Charge*

	the completion of said request			Building and Grounds Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

3. AIRCONDITIONING SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Airconditioning repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a aircon techinician/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Aircon Techinician/s assigned accomplish/es the said request and updates the CAPE Personnel-in-charge for the developments until the completion of said request	None	6 days	*Aircon Techinician/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge*

				Building and Grounds Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request Airconditioning repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns an aircon technician to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Aircon Technician/s assigned accomplish/es the said request and updates the CAPE Personnel-in-charge for the	None	6 days	*Aircon Technician/s / CAPE Services Personnel-in-Charge*

	developments until the completion of said request			Building and Grounds Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

4. PLUMBING SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Plumbing repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a plumber/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Plumber/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Plumber/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3 The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds

				Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request plumbing repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns a plumber/s to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Plumber/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Plumber/s / CAPE Services Personnel-in-Charge* Building and Grounds

				Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

5. ELECTRICAL SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Electrical repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a electrician/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Electrician/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Electrician/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3 The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds

				Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request electrical repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns a electrician/s to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Electrician/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Electrician/s / CAPE Services Personnel-in-Charge* Building and Grounds

				Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

CASHIER'S OFFICE

1. COLLECTION OF FEES (See Annex 1 to 4 for the List of Fees)

To ensure that process in collection is accurate

Office or Division:	Campus Cashier
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Students, Faculty Members and Administrative Personnel

Checklist of Requirements	**Where to Secure**
School ID for Faculty, Administrative Staff and Students	Cagayan State University
Photocopy of School ID for Students	Cagayan State University
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.)	Issuing Government Agencies

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1.Presents Assessment Form/Identification Card or duly accomplished Payment Slip	1.Receives Assessment Form/Identification Card or duly accomplished Payment Slip	None	1 minute	*Collecting Officer* Cashier's Office
2.Pays amount indicated in the Payment Slip	2.1 Receives and Counts the Money 2.2 Prints the Official Receipts	None	1 minute	*Collecting Officer* Cashier's Office
3.Receives Official Receipt / Change	3.Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	*Collecting Officer* Cashier's Office

4.Evaluates Employee in-charge using the CSM Form and Drop to suggestion Box	4.Requires Client/s to evaluate Employee in-charge	None	2 minutes	*Collecting Officer* Cashier's Office
	Total:	**See Annex 1 to Annex 4 for the List of Fees**	**5 minutes**	

2. RELEASING OF CASH (SALARIES & FINANCIAL ASSISTANCE)

To ensure that payments by cash is released on-time and shall be based on the approved payrolls

Office or Division:	Campus Cashier
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Students, Faculty Members and Administrative Personnel

Checklist of Requirements	**Where to Secure**
School ID for Faculty, Administrative Staff and Students	Cagayan State University
Photocopy of School ID for Students	Cagayan State University
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.)	Issuing Government Agencies

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1.Presents two (2) Valid ID's and School ID for Faculty, Administrative Staff and Students In case of Authorized Representatives: Authorization letter and Photocopy of ID with 3 specimen signatures and Contact Number (Authorizer & Authorized Person)	1.1 Requires the student to submit photocopy of School ID 1.2 Requires the Client to sign in the payroll	None	1 minute	*Cashier II* Cashier's Office *Disbursing Officer* Cashier's Office
2.Signs the payroll	2.Releases the cash/money	None	2 minutes	*Cashier II* Cashier's Office *Disbursing Officer* Cashier's Office
3.Receives and counts the cash/money and Evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3.Requires client/s to evaluate Employee in-charge	None	2 minutes	*Cashier II* Cashier's Office *Disbursing Officer* Cashier's Office
	Total:	**None**	**5 minutes**	

3. RELEASING OF CHECKS (STUDENTS & EMPLOYEES)

To ensure that released checks contain accurate payee information and payment amounts

Office or Division:	Campus Cashier
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students, Faculty Members and Administrative Personnel

Checklist of Requirements	**Where to Secure**
School ID for Faculty, Administrative Staff and Students	Cagayan State University
For Student Financial Assistance Colored Photocopy of School ID (2 Copies) with 3 specimen signatures In case of Representatives: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with 3 specimen signatures, and 3. Colored photocopy of the representative's ID with 3 specimen signatures.	Issuing Government Agencies

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1.Presents two (2) Valid ID's and School ID for Faculty, Administrative Staff and Students In case of Authorized Representatives for Scholarship: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with (3) specimen signatures, and 3. Colored photocopy of the representative's ID with (3) specimen signatures	1.Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	*Cashier II* Cashier's Office *Disbursing Officer* Cashier's Office
2.Signs in the received payment box of the disbursement vouchers	2.Issues the Check	None	1 minute	*Cashier II* Cashier's Office *Disbursing Officer II* Cashier's Office
3.Client receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3.Requires client/s to evaluate employee in-charge	None	2 minutes	*Cashier II* Cashier's Office *Disbursing Officer II* Cashier's Office
	Total:	**None**	**5 minutes**	

4. RELEASING OF CHECKS (SUPPLIERS & OTHER GOVERNMENT AGENCIES)

To ensure that released checks contain accurate payee information and payment amounts

Office or Division:	Campus Cashier
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government
Who may Avail:	External Clients

Checklist of Requirements	**Where to Secure**
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.)	Issuing Government Agencies

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1.Presents two (2) Valid ID's	1.Requires Client to sign in the received payment box of the disbursement vouchers	None	1 minute	*Cashier II* Cashier's Office *Disbursing Officer II* Cashier's Office
2.Signs in the received payment box of the disbursement vouchers	2.Requires Client to Issue Official Receipt	None	1 minute	*Cashier II* Cashier's Office *Disbursing Officer II* Cashier's Office
3.Issues Official Receipt	3.Issues the Check	None	1 minute	*Cashier II* Cashier's Office *Disbursing Officer II* Cashier's Office
4.Receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	4.Requires client/s to evaluate Employee in-charge	None	2 minutes	*Cashier II* Cashier's Office *Disbursing Officer II* Cashier's Office
	Total:	**None**	**5 minutes**	

Annex 1		
Office	**Services**	**Fees to be Paid**
Accounting	Issuance of Statement of Accounts	PHP 20.00
	Issuance of Assessment Form	PHP 20.00
Auxiliary	Rental of Gymnasium (8 hours)	PHP 12,000.00
	Lease of Canteen Stall (Monthly) inside the Campus	PHP 7,000.00
	Lease of Canteen Stall (Monthly) outside the Campus	PHP 10,000.00
	Xerox Space Rental (Monthly per Machine)	PHP 4,500.00
Bids and Awards Committee	Cost of Bidding Documents (500,000 and below)	PHP 500.00
	Cost of Bidding Documents (More than 500,000 up to 1 million)	PHP 1,000.00
	Cost of Bidding Documents (More than 1 million up to 5 million)	PHP 5,000.00
	Cost of Bidding Documents (More than 5 million up to 10 million)	PHP 10,000.00
	Cost of Bidding Documents (More than 10 million up to 50 million)	PHP 25,000.00
	Cost of Bidding Documents (More than 50 million up to 500 million)	PHP 50,000.00
	Cost of Bidding Documents (More than 500 million)	PHP 75,000.00
Clinic	Dental Extraction for Students	PHP 75.00
	Dental Extraction for Faculty and Personnel	PHP 100.00
	Dental Filling for students	PHP 200.00
	Dental Filing for Faculty and Personnel	PHP 250.00
	Oral Prophylaxis for Students	PHP 75.00
	Oral Prophylaxis for Faculty and Personnel	PHP 100.00
OSDW	Issuance of Certificate of Good Moral Character	PHP 30.00
Registrar	Authentication Fees (Tor/Diploma) Per Page	PHP 80.00
	Certification Authentication Verification (CAV)	PHP 160.00
	Certification Of Grades/Enrollment	PHP 30.00
	Certification Of Enrollment and Billing	PHP 30.00
	Certification Of GWA	PHP 120.00
	Certification Of Graduation	PHP 120.00
	Certification Of Latin Honors	PHP 120.00
	Completion Of Grades	PHP 20.00
	Diploma (2nd Issuance)	PHP 300.00
	Transcript Of Records (1st Issuance)	PHP 100.00
	Transcript Of Records (2nd Issuance)	PHP 200.00
Other Fees	Alumni Fee (Grad School)	PHP 2,000.00
	Alumni Fee (Undergrad)	PHP 1,500.00
	Certification For English Medium Of Instruction	PHP 120.00
	Comprehensive Exam for Graduate School (International)	PHP 2,000.00
	Comprehensive Exam for Graduate School (Local)	PHP 1,000.00
	Graduation Fees (Grad School) w/ Yearbook	PHP 2,150.00
	Graduation Fees (Undergrad) w/ Yearbook	PHP 2,150.00
	NC II Agro-Entrepreneurship	PHP 854.00
	NC II Food & Beverage Service	PHP 882.00
	NC II Caregiving (Elderly) for enrolled students	PHP 24,770.00
	NC II Caregiving (Elderly) for outsiders	PHP 25,980.00
	NC II Housekeeping	PHP 1,108.00
	NC III Bookkeeping	PHP 841.00
	NC III Events Management	PHP 905.00

	Residency	PHP	200.00
Annex 2			
Business	Anniversary TS W New	PHP	280.00
	Anniversary TS W (XS - 2XL)	PHP	250.00
	Barong Dress (L)	PHP	2,400.00
	Barong Dress (M)	PHP	2,400.00
	Barong Dress (Xl)	PHP	2,400.00
	Barong Male Piña	PHP	2,500.00
	Black Slacks	PHP	100.00
	CHEF Uniform	PHP	700.00
	CSU Baseball Cup (Maroon)	PHP	200.00
	CSU Flash Drive	PHP	400.00
	CSU Logo	PHP	70.00
	CSU Mugs	PHP	130.00
	CSU Planner Notebook	PHP	300.00
	CSU Reversible Corporate Jacket	PHP	1,500.00
	CSU Seminar Kit	PHP	450.00
	CSU Shorts	PHP	250.00
	CSU Tumbler	PHP	650.00
	Double Walled Mug	PHP	280.00
	Eco Bag	PHP	70.00
	Employee Strap	PHP	100.00
	Fabric Checkered & Clopman	PHP	370.00
	Fabric CTED Intern	PHP	500.00
	Female Blazer	PHP	2,000.00
	Gate Pass Car	PHP	100.00
	Gate Pass Motor	PHP	50.00
	Hairnet	PHP	10.00
	J Type Umbrella	PHP	180.00
	Katcha Tote Bag (White)	PHP	150.00
	Ladies Barong (L)	PHP	1,500.00
	Ladies Barong Blouse	PHP	1,200.00
	Male Barong Assorted	PHP	1,200.00
	Male Coat	PHP	2,000.00
	NSTP, P.E T-shirt, P.E Jogging Pants	PHP	250.00
	ORG. Shirt CBEA, CTED	PHP	450.00
	ORG. Shirt CAHS, CHM	PHP	450.00
	ORG. Shirt CHM	PHP	550.00
	Polo Clopman	PHP	370.00
	Polo Shirt W	PHP	360.00
	Polo Tetoron	PHP	170.00
	ROTC Cup (White)	PHP	225.00
	ROTC Long Sleeve (White)	PHP	280.00
	Rubberized Keychain	PHP	200.00
	Souvenir T-Shirt	PHP	250.00
	Student Strap	PHP	100.00
	Trifold Umbrella	PHP	300.00

	Umbrella Black	PHP	250.00
	Wooden Led Alarm Clock	PHP	450.00
Annex 3			
Business	**BOOKS:**		
	A Course Module for Purposive	PHP	449.00
	A Course Module for Understanding	PHP	350.00
	Assessment in Learning I	PHP	515.00
	Assessment in Learning I	PHP	172.00
	Assessment in Learning II	PHP	160.80
	Basic Calculus	PHP	396.90
	Biological Science	PHP	160.00
	Building and Enhancing New Literacies	PHP	368.00
	Clinical Chemistry I	PHP	110.00
	Clinical Microscopy	PHP	110.00
	Communication for Society	PHP	320.00
	Course Module for Instructional Technology	PHP	285.00
	Course Module for Language	PHP	225.00
	Course Module for Mathematics	PHP	415.00
	Course Module for Teaching English	PHP	225.00
	Course Module for Teaching literacy	PHP	355.00
	Course Module for Teaching Technology	PHP	235.00
	Course Module for the Life	PHP	344.00
	Course Module Foundations of early	PHP	350.00
	Course Module Jose Rizal Life	PHP	275.00
	Course Module for Inclusive	PHP	225.00
	Course Module: for Teaching Math	PHP	395.00
	Course Module: for Teaching Science	PHP	385.00
	Course Module: for Teaching Social studies	PHP	445.00
	Course Module: NSTP 1	PHP	320.00
	Curriculum Development	PHP	264.00
	Development Reading I	PHP	232.00
	Development Reading II	PHP	232.00
	Educational Technology I	PHP	236.00
	Educational Technology II	PHP	163.20
	Elements of Good Teaching	PHP	224.00
	Embracing the Teaching Profession	PHP	575.00
	English for Business	PHP	200.00
	English II	PHP	153.60
	English Language Proficiency	PHP	440.00
	Events Management	PHP	158.40
	Facilitating Learner (PATEF)	PHP	305.00
	Facilitating Learner Centered Teaching	PHP	420.00
	Facilitating Learning (By Atbp.)	PHP	140.00
	Facilitating Learning (By Lorimar)	PHP	256.00
	Field Study 1	PHP	420.00

	Field Study III	PHP	100.00
	Filipino I	PHP	180.00
Annex 4			
Business	**BOOKS:**		
	Foundation of Special	PHP	365.00
	Functional Text in English I	PHP	153.60
	Fundamentals of Financial Management	PHP	327.60
	Fundamentals of Statistics	PHP	238.50
	General and Organic Chemistry	PHP	150.00
	General Zoology	PHP	150.00
	Hospitality Basic Accounting	PHP	270.00
	Human Resource management	PHP	369.00
	Implementing Comprehensive Guidance	PHP	280.00
	Income Taxation 2013	PHP	288.00
	Jose Rizal: Social Reformer	PHP	320.00
	Laboratory Manual (Parasitology)	PHP	110.00
	Laboratory Manual and Guide (Parasitology)	PHP	215.00
	LET Primer	PHP	60.00
	Logic	PHP	245.00
	Masining na Pagpapahayag	PHP	295.00
	Math of Investment 2013	PHP	312.55
	Mathematics in the Modern World	PHP	278.00
	Methods of Teaching	PHP	232.00
	NSTP (Book)	PHP	134.60
	Pagpapahayag Retorika at Bigkasan	PHP	220.50
	Principle of Teaching II	PHP	256.00
	Principles and Strategies of Teaching	PHP	144.00
	Principles of Tourism	PHP	349.20
	Purposive Communication	PHP	370.00
	Quantitative Techniques	PHP	225.90
	Research Method	PHP	354.60
	Revised Partnership Cor Law	PHP	695.00
	Study Guide Manual (Parasitology)	PHP	110.00
	Teaching and the Teacher	PHP	144.00
	Teaching Profession	PHP	368.00
	Teaching Profession (PATEF)	PHP	400.00
	Technical Writing	PHP	360.00
	Technology for Teaching 1	PHP	495.00
	The Contemporary World	PHP	320.00
	The Professional Teacher I no. 1	PHP	80.00
	The Professional Teacher I no. 2	PHP	104.00
	The School and The Community	PHP	368.00
	The Teacher and the School	PHP	368.00
	Understanding the Self	PHP	320.00
	Workbook in Community and Public Health	PHP	150.00

	WorkText of Kindergarten	PHP	240.00

CLINIC

1. MEDICAL CONSULTATION, EXAMINATION AND COUNSELING

Students, faculty and personnel of CSU who have medical concerns are assessed and treated in the University Clinic.

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Logbook	Clinic
Health Examination Form	
Prescription Form	
Laboratory Request Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists the client in signing the logbook. 1.2 Retrieves health examination record, if none, asks client to fill up form.	None	2 minutes	*Nursing Aide* Clinic
2. Verbalizes chief complaints.	2. Asks series of questions pertaining to chief complaints of the patients.	None	1 minute	*Nurse* Clinic
3. Subjects himself for initial physical examination.	3. Gets and records height, weight and vital signs.	None	2 minutes	*Nursing Aide/Nurse* Clinic
4. Subjects himself for medical examination.	4. Conducts a thorough history and physical examination.	None	10 minutes	*Physician/Nurse* Clinic
5. Receives treatment Form and signs duplicate copy of treatment form.	5. Issues prescription or lab request form for further diagnostics	None	2 minutes	*Physician/Nurse* Clinic
6. Receives initial dose of medicine for the temporary relief of symptoms or asks to come back for further consultation if symptoms persist	6. Dispenses initial dose of medicine or request the patient to go for further laboratory test/s if symptoms persist.	None	2 minutes	*Nurse* Clinic

7. Signs the inventory logbook for medicines received.	7. Assists the client in signing the logbook.	None	1 minute	*Nursing Aide/Nurse* Clinic
8. Receives health teaching from the providers	8. Provides health teaching to the patient.	None	5 minutes	*Nurse/Physician* Clinic
	Total:	**None**	**25 minutes**	

2. FIRST AID TREATMENT

Students, Faculty and personnel of CSU who required immediate medical attention are managed accordingly and referred as needed

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Logbook	Clinic
Health Examination Form	
Prescription Form	
Laboratory Request Form	
Referral Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Verbalizes chief complaints.	1.1 Takes vital signs. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	2 minutes	*Nursing Aide/Nurse* Clinic
2. Subjects himself for physical examination.	2. Performs brief and concise history taking and physical examination.	None	2 minutes	*Physician/Nurse* Clinic
3. Receives First aid treatment.	3. Provides the emergency treatment and nursing care. Physician does thorough history taking and physical examination.	None	15 minutes	*Physician/Nurse* Clinic
4. If required, he/she is advised hospital referral for further management.	4. If required, issues Referral Form to Hospital or Specialist Doctor of Choice for further evaluation and Management.	None	1 minute	*Physician/Nurse* Clinic
5. Receives health teaching from the provider.	5. Provides health teaching.	None	2 minutes	*Physician/Nurse* Clinic

6. Signs in the logbook.	6. Assist client in signing the logbook.	None	1 minute	*Nursing Aide/Nurse* Clinic
	Total:	**None**	**23 minutes**	

3. ISSUANCE OF MEDICAL CERTIFICATE PRIOR TO INTERNSHIP/ON THE JOB TRAINING OR ATHLETIC COMPETITION AND SOCIO CULTURAL

Medical clearance as required by different courses are issued to senior students before they are allowed to undergo on the job training/internship or engaging in athletic completion and socio cultural.

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Letter of request for issuance of Medical certificate (1 copy)	College Department – Specific office/Division/Desk
Laboratory Results	Outside Laboratory service provider
Laboratory Request Form (1 copy)	Clinic
Logbook	
Medical Certificate	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents a letter from respective college that requests issuance of medical certificate (e.g. OJT)	1. Receives endorsement from college	None	1 minute	*Nursing Aide/Nurse* Clinic
2. Secures a Laboratory request from university clinic.	2. Provides client with referral to laboratory.	None	1 minute	*Nursing Aide/Nurse* Clinic
3.Subjects himself to laboratory test on facility of choice.	3. Depends on the facility of choice.	Depends on facility of choice	10 days	*Med tech* Facility of choice
4. Returns to clinic with lab results on given schedule and signs in the logbook and fills	4.1 Assists the patient in signing the logbook. 4.2 Retrieves health examination record if	None	2 minutes	*Nursing Aide/Nurse* Clinic

up necessary details.	none, asks client to fill up form.			
5. Subjects himself for initial physical examination.	5. Takes and records height, weight and vital signs.	None	2 minutes	*Nurse* Clinic
6. Subjects himself for further physical examination.	6.1 Conducts thorough medical and physical examination 6.2 Interprets laboratory exam results and correlates with status of client.	None	5 minutes	*Physician* Clinic
7. Receives medical certificate or referral form.	7. Issues medical certificate if cleared. Issues prescription and laboratory request if found to have illness.	None	2 minutes	*Physician* Clinic
8. Submits photocopy of signed medical certification and laboratory results.	8. Receives and compiles photocopies and signed copies of medical certificate and laboratory results.	None	1 minute	*Nursing Aide/Nurse* Clinic
	Total:	**None**	**10 days and 12 minutes**	

4. DENTAL EXAMINATION AND CONSULTATION

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Logbook	Clinic
Dental Examination Form	
Payment Order Form	
Consent Form	
Referral Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	5 minutes	*Dental Aide* Clinic
2. Client subjects himself/herself for initial physical examination.	2. The Dentist performs thorough dental examination.	None	5 minutes	*Dentist* Clinic
3. Client receives recommendation/ treatment plan.	3.The Dentist suggests/ Recommends treatment plan: • Simple Extraction • Dental Filing	Student – **P75.00** Faculty and personnel – **P100.00** Student – **P200.00** Faculty and personnel – **P250.00**	10 minutes	*Dentist/Dental Aide* Clinic

	• Oral Prophylaxis	Student – **P75.00** Faculty and personnel – **P100.00**		
4. If required, he/she is advised to other dental clinics for further management.	4. If required, issues Referral Form to Dental Specialist or Doctor of choice for further evaluation and management	None	2 minutes	*Dentist* Clinic
5. Client receives payment order form and consent form.	5. The Dentist/Clerk issues payment order form and consent form.	None	2 minutes	*Dentist/Dental Aide* Clinic
	Total:	**Simple Extraction** **Student – P75.00** **Faculty and personnel – P100.00** **Dental Filing** **Student – P200.00** **Faculty and personnel – P250.00** **Oral Prophylaxis** **Student – P75.00** **Faculty and personnel – P100.00**	**24 minutes**	

5. DENTAL TREATMENT PROCEDURE - EXTRACTION

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Official Receipt	Cashier
Logbook	Clinic
Payment Order Form	
Patient Information Record and Consent Form	
Dental Examination Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	1 minute	*Dental Aide* Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks signatures in consent form.	None	2 minutes	*Dental Aide* Clinic
3. Client subjects himself for physical examination.	3.1 Dons PPE as per IATF recommendation. 3.2 Conduct Antigen test. If negative, may proceed procedure. If positive result, endorse and reschedule treatment. 3.3 Reassesses the patient prior to procedure	None	30 minutes	*Dentist* Clinic
4. Client receives treatment.	4. Performs Dental procedure:		1 hour	*Dentist/Dental Aide* Clinic

	• Simple Extraction	Student – **P75.00** Faculty and personnel – **P100.00**		
5. Receives initial dose of postoperative Medications.	5.1 Dispenses initial dose of medicine. 5.2 Advises client to comeback if bleeding persists.	None	5 minutes	*Dentist* Clinic
6. Releases client.	6.1 Doffs PPE and disposes properly. 6.2 Updates dental examination form.	None	5 minutes	*Dentist* Clinic
	Total:	**Student – P75.00** **Faculty and personnel – P100.00**	**1 hour and 45 minutes**	

6. DENTAL TREATMENT PROCEDURE – DENTAL FILLING

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Official Receipt	Cashier
Logbook	Clinic
Payment Order Form	
Patient Information Record and Consent Form	
Dental Examination Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	1 minute	*Dental Aide* Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks signatures in consent form.	None	2 minutes	*Dental Aide* Clinic
3. Client subjects himself for physical examination.	3.1 Dons PPE as per IATF recommendation. 3.2 Conduct Antigen test. If negative, may proceed procedure. If positive result, endorse and reschedule treatment. 3.3 Reassesses the patient prior to procedure	None	30 minutes	*Dentist* Clinic
4. Client receives treatment.	4. Performs Dental procedure: • Dental Filling		2 hours	*Dentist/Dental Aide* Clinic

		Student – **P200.00** Faculty and personnel – **P250.00**		
5. Receives health teaching from the provider.	5. Provides health teaching.	None	5 minutes	*Dentist* Clinic
6. Releases client.	6.1 Doffs PPE and disposes properly. 6.2 Updates dental examination form.	None	5 minutes	*Dentist* Clinic
	Total:	**Student – P200.00** **Faculty and personnel – P250.00**	**2 hour and 35 minutes**	

7. DENTAL TREATMENT PROCEDURE – ORAL PROPHYLAXIS

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Official Receipt	Cashier
Logbook	Clinic
Payment Order Form	
Patient Information Record and Consent Form	
Dental Examination Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	1 minute	*Dental Aide* Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks signatures in consent form.	None	2 minutes	*Dental Aide* Clinic
3. Client subjects himself for physical examination.	3.1 Dons PPE as per IATF recommendation. 3.2 Conduct Antigen test. If negative, may proceed procedure. If positive result, endorse and reschedule treatment. 3.3 Reassesses the patient prior to procedure	None	30 minutes	*Dentist* Clinic
4. Client receives treatment.	4. Performs Dental procedure: • Oral Prophylaxis		1 hour	*Dentist/Dental Aide* Clinic

		Student – **P75.00** Faculty and personnel – **P100.00**		
5. Receives health teaching from the provider.	5. Provides health teaching.	None	5 minutes	*Dentist* Clinic
6. Releases client.	6.1 Doffs PPE and disposes properly. 6.2 Updates dental examination form.	None	5 minutes	*Dentist* Clinic
	Total:	**Student – P75.00** **Faculty and personnel – P100.00**	**1 hour and 35 minutes**	

COLLEGE OF ALLIED HEALTH SCIENCES

1. ADVISING REGULAR STUDENTS

This process presents the steps that students need to follow when requesting for advising form from the college.

This is to ensure that they enroll the subjects they ought to take for the semester and to monitor the number of students per block.

Further, this assists cases of irregular students.

Office or Division:	CAHS
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Advising Form	CAHS
Certificate of Grades (1 Photocopy)	REGISTRAR'S OFFICE
Student's Evaluation (1 Photocopy)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits Certification of Grades	1. Evaluates the grades of the student and advises student to proceed to the Registrar's Office for enrollment	None	10 minutes	*Department Chair* College of Allied Health
2.Proceeds to the Registrar's Office for enrollment	2. Enter the subject enrolled in the Registrar's System	None	5 minutes	*Registrar's Office Staff* Registrar's Office
3.Proceeds to the Accounting Office for the validation of enrollment	3.Validates the assessment	None	5 minutes	*Accounting Staff* Accounting Office
4.Proceeds to the College and presents the assessment form marked as '*officially enrolled'*	4.Received photocopy of assessment form and filed by the program coordinator /department chair	None	1 minute	*Department Chair* College of Allied Health
	Total:	**None**	**21 minutes**	

2. BORROWING AND RETURNING LABORATORY EQUIPMENT AND MATERIALS

This process ensures the effective management of all laboratory classes and sessions and facilitates the monitoring and accounting of materials/apparatuses and equipment used in classes.

Office or Division:	CAHS
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Laboratory Borrower's Slip	CAHS

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secures a Laboratory Borrower's Slip ,lists needed equipment and materials, and seeks signature of subject teacher	1. Checks the list and signs the Laboratory Borrower's Slip	None	5 minutes	*Subject Teacher* College of Allied Health Sciences
2. Hands in the signed Laboratory Borrower's Slip to the Medical Laboratory Technologist at least 3 days before the conduct of Laboratory activity	2.1 Endorses the requisition to the laboratory assistant who prepares the equipment, reagents materials needed	None	5 minutes	*Medical Laboratory Technologist* College of Allied Health Sciences
	2.2 Prepares the requested equipment, reagents & materials	None	30 minutes	*Laboratory Assistant* College of Allied Health Sciences
3. Returns borrowed equipment and materials after use	3.1 Receives and checks the borrowed equipment	None	10 minutes	*Laboratory Assistant* College of Allied Health Sciences
	3.2 Reports to the Medical Laboratory Technologist any defects, malfunctions or any missing parts of the issued equipment and apparatus and any loses and breakages.	None	5 minutes	*Laboratory Assistant* College of Allied Health Sciences

	3.3 Reports the said to the subject instructor for proper action	None	3 minutes	*Medical Laboratory Technologist* College of Allied Health Sciences
4. Students waives their intention to replace any breakages/ losses with the same quality and brand, receives and checks requested equipment and materials	4. Records the materials/ supplies replaced by the students.	None	3 minutes	*Laboratory Assistant* College of Allied Health Sciences
	Total:	**None**	**1 hour and 1 minute**	

3. REQUESTING FOR RECOMMENDATION LETTER

This process assists in the flow of requesting recommendation letters for employment, research grants, training grants, and scholarships.

Office or Division:	CAHS
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Recommendation Letter	CAHS

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request for Recommendation Letter (for employment or any purpose)	1.1 Asks student's personal information, d and addressee 1.2 Prepares and prints the recommendation letter	None	15 minutes	*College Clerk* College of Allied Health Sciences
2. Received and signed one (1) of the original	2. Issues the Recommendation Letter & File one (1) original copy	None	3 minutes	*College Clerk* College of Allied Health Sciences
	Total:	**None**	**18 minutes**	

4. REQUESTING FOR CERTIFICATION LETTER

This process deals with requesting and granting of certification letters regarding internship completion, internship rotation, employment, appearance on a certain academic, research, extension and training activity of the college.

This process also covers the certification request for correcting of entries and claims.

Office or Division:		CAHS		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Certification Letter		CAHS		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Request for Certification Letter (employment, attendance, etc.)	1.1 Asks student's personal information, and addressee 1.2 Prepares and prints the certification letter	None	15 minutes	*College Clerk* College of Allied Health Sciences
1. Received and signed one (1) of the original	1. Issues the letter of certification & files one (1) original copy	None	3 minutes	*College Clerk* College of Allied Health Sciences
	Total:	**None**	**18 minutes**	

5. REQUESTING PETITIONED SUBJECTS/SPECIAL CLASSES

This process deals with granting of petitioned subjects for irregular students and graduating students. This process ensures that students graduate on time despite acquiring failing grades.

The Dean shall approve the request based on the number of students petitioning and the availability of classroom and faculty member to hold the class.

Office or Division:	CAHS
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Certification Letter	CAHS
Interview	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Writes a letter of petition to the College Dean for the offering of subject	1.1 Peruses and assigns an Instructor for the Petitioned Course and computes the corresponding fee (if number of students is less than 18) and forwards the petition letter to the CEO	None	30 minutes	*College Dean* College of Allied Health Science
	1.2 Receives and endorses request for petition course to the CEO	None	30 minutes	*Campus Academic Affairs Director* Campus Academic Affairs Office
	1.3 Receives and approves request for petition course and forwards to the College	None	3 days	*Campus Executive Officer* Campus Executive Office
	1.4 Receives and endorses the petitioned course to the Registrar	None	10 minutes	*College Clerk* College of Allied Health Sciences
2. Proceeds to Accounting Office	2. Computes the amount of the Petitioned subject	None	10 minutes	*Accounting Staff* Accounting Office

3. Proceeds to the Registrar's Office for enrollment	3. Enrolls the subject	None	3 minutes	*Registrar's Staff* Registrar's Office
4. Proceeds to Accounting Office	4. Posting amount of petitioned subjects & prints the new assessment	Tuition fee	5 minutes	*Accounting Staff* Accounting
5. Proceeds to the Cashier for Payment	5.Receives payment and issues receipt	* Fees as reflected in the Assessment Form (Depending on the number of students petitioning and the qualification of faculty teaching the petitioned subject *BS level – 154 per hr* *MS Level -174 or 180 per hr* *PhD Level – 190 per hr)*	5 minutes	*Cashier's Staff* Cashier Office
6. Submits a copy assessment form and receipt of payment	6.1 Receives the copy of assessment form and receipt for filing and provides a copy to the Department Chair for the preparation of Faculty Workload	None	1 minute	*College Clerk* College of Allied Health Science
	6.1 Incorporates the petitioned course as a Faculty Workload and attaches a copy of the approved request for petitioned course in the faculty workloads	None	5 minutes	*Department Chair* College of Allied Health Sciences
	Total:	**Depending on the number of students petitioning and the qualification of faculty teaching the petitioned subject** ***BS level – 154 per hr*** ***MS Level -174 or 180 per hr***	**3 days, 1 hour, 39 minutes**	

		PhD Level – 190 per hr)		
IF DISAPPROVED				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Writes a letter to cross-enroll subjects in other school to become a regular student or to graduate on time	1. 1 Request and endorses request to the Dean	None	5 minutes	*College Clerk* College of Allied Health Science
	1.2 Approves the intent to cross enroll. If disapproved, communicate to the students	None	30 minutes	*College Dean* College of Allied Health Sciences
2. Proceeds to the Registrar's Office & accomplished the Cross-enrollment form	2. Signs on the cross-enrollment form and communicates to the school where students are advised to cross-enroll to synchronize the schedule, credit units and course description	None	1 day	*College Dean* College of Allied Health Sciences
3. Enrolls to the school as advised by the Dean and submits proof of enrollment to the office of the Dean	3. Receives and files the document relative to cross-enrollment	None	5 Minutes	*College Clerk* College of Allied Health Science
	Total:	**None**	**1 day 40 minutes**	

6. REQUEST FOR ADMISSION SLIP

This process is for students who incurred absences in their classes and those who were sent-out of their classes. Students who experienced any of the abovementioned incidents need to request for admission slip before they are re-admitted in class.

Office or Division:	CAHS
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Admission Slip	CAHS
Excuse/Explanatory Letter	
Pertinent evidences (e.g. medical certificate, letter of invitation, etc.)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Fills up the Admission Slip & will be required to attach excuse/explanation letter & pertinent documents/evidences (as necessary) and the Dean/Program chair signs as the Admission Slip after verifying the corrections of the entries & reviewing reasons/documents	1. Forwards as to the Dean/Program Chair concerned	None	5 minutes	*College Clerk* College of Allied Health Sciences
2. Proceeds to the College Dean	2. Verify and advise the student	None	10 minutes	*College Dean* College of Allied Health Sciences
	Total:	**None**	**15 minutes**	

7. PROCESSING OF DOCUMENTS OF SCHOLARSHIPS

This process is intended for the students who are applying for the scholarship whether in government & private organizations. In most instances, private agencies give additional instructions to the scholars especially when they are already accepted.

Office or Division:	CAHS
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Certificate of Indigency	
Income Tax Return	BIR
Scholarship Application Form	CHED

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students secures endorsement from the Dean to apply for a scholarship	1. Gives instructions as to the nature of the scholarship & requirements.	None	30 minutes	*College Dean* College of Allied Health Sciences
2. Students complies with the requirement/s of the scholarship grant	2Issues indorsement letter of qualified/eligible applicants & communicates to the students as per status of the application	None	30 minutes	*College Clerk* College of Allied Health Sciences
3. Student waits for the results of the evaluation by the concerned agency/organization/party	3.1 Communicates the results to student applicants 3.2. Calls for the students who were able to pass the selection committee & formally gives instructions as per the advise of the grantor of the scholarship 3.3 Those who fails shall be given a written notice	None	2 hours	*College Dean* College of Allied Health Sciences
4. Attends the orientation for the scholarship grant	4. Office staff documents all the undertakings	None	10 minutes	*College Clerk*

				College of Allied Health Sciences
	Total:	**None**	**3 hours and 10 minutes**	

8. ENDORSEMENT FOR INTERNSHIP/COMMUNITY IMMERSION/OJT

This process covers the steps that students follow prior to internship assignment & consequently deployment. The type of internship/immersion/OJT to be undertaken by a student is to be determined by the Department Chair and is approved by the Dean.

Office or Division:	CAHS
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Internship application form	CAHS
Certificate of Grades	Registrar's Office
Medical Certificate	Government Physician

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students fills-out form	1. Receives the accomplished internship application form & hands a copy of the checklist for the required for internship (Certificate of Grades, Medical Certificate, etc.)	None	1 day	*College Clerk* College of Allied Health Sciences
2. Submits all the documents as reflected to be complied in the checklist for the requirements for Internship	2. Receives the documents and hands it over to the concerned Department chair. The schedule for Pre-Deployment Orientation Seminar is Determined.	None	2 hours	*College Clerk* College of Allied Health Sciences
3. Students is advised to attend the schedule of the PDOS & for the notice of internship assignment or in some cases as required, the schedule of examination for screening interns	3. Communicates to a probable affiliation center (hospital, community or agency) the internship assignments of students. The Dean assigns a Clinical Instructor to monitor all the undertakings of the interns,	None	1 day	*College Dean* College of Allied Health Sciences

administered by a hospital				
4. Student is schedules to start write the clinical/community immersion	4. Letter of Endorsement is submitted of the Clinical Instructor to the affiliation center	None	2 hours	*Clinical Instructor* College of Allied Health Sciences
	Total:	**None**	**2 days and 4 hours**	

9. ISSUANCE OF GRADES FOR STUDENTS WHO HAVE ALREADY GRADUATED OR WHO ARE TRANSFERRING

The process is for students who have no grades in some subjects and need updating of their Certificate of Grades or Transcript of Records (whichever is required) for their internship, transfer to another school or graduation.

Office or Division:		CAHS		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Certificate of Grades		Registrar's office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Student submits a Certificate of Grade (from registrar) and informs the office that some grades are not yet entered	1. Receives the COG and verifies based on the grade sheets submitted by the faculty or in the deliberation sheets. The concerned faculty or the Dean is informed & prepares the letter for the certificate of Grades	None	2 hours	*College Dean* College of Allied Health Sciences
2. Student pays the completion fee at the Cashier office & gives a copy of the receipt to the office of the Dean	2. Takes the photocopy of the Completion Fee & Issues the Certificate of Grades which will be entered by the Registrar.	P 20. 00	10 minutes	*College Clerk* College of Allied Health Sciences
3. Student waits for the grades to be inputed in the system	3. Hands-over the updated Certificate of Grades	None	5 minutes	Registrar's Staff Registrar's office
4. Proceeds to the Dean's office and submits updated Certificate of Grades	4. Receives updated Certificate of Grades and Files one (1) copy	None	5 minutes	*College Clerk* College of Allied Health Sciences
	Total:	**PHP 20.00**	**2 hours and 25 minutes**	

10. ACTING ON COMPLAINS FILED BY STUDENTS

This process describes how administration shall handle complaints for students. The formal complaint will be investigated & sanctions will be based on the provisions of the student/Academic Manual.

Office or Division:		CAHS		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Complaint Letter		Student Complainant		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. The student submits a letter of complaint against a faculty/student	1. Receives the letter of complaint and hands it to the Dean for appropriate action	None	3 mins	*College Clerk* College of Allied Health Sciences
2. Attends the meeting scheduled by the Dean for the purpose of further inquiry	2. Verify the allegations & documents the undertaking and schedule the confrontation on parties involved	None	1 hour	*College Dean* College of Allied Health
3. Waits for the result of the hearing made by the Grievance Committee (College)	3. Informs the complaint about the decision of the Grievance Committee and issues a copy of the decision letter by concerned parties. The Dean implements the decision of the Grievance Committee or endorses it to the CEO if dispositions cannot be made at the Dean's level	None	2 days	*Grievance Committee* College of Allied Health
	Total:	**None**	**2 days, 1 hour and 3 minutes**	

COLLEGE OF BUSINESS, ENTREPRENEURSHIP, AND ACCOUNTANCY

1. ADVISING REGULAR STUDENTS

The College of Business, Entrepreneurship, and Accountancy (CBEA) implements a structured advising process to facilitate course enrollment and academic planning. This ensures students register for the correct courses while optimizing section distribution. The process also provides guidance for irregular students.

This process streamlines academic advising by supporting informed course selection, monitoring enrollment patterns, and addressing scheduling conflicts. Additionally, it enhances academic progression by aligning students' coursework with institutional requirements.

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Advising Form	CBEA
Certificate of Grades (1 Photocopy)	REGISTRAR'S OFFICE
Student's Evaluation (1 Photocopy)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits Certification of Grades	1. evaluate student grades and advise on next steps for enrollment	None	10 minutes	*College Clerk* College of Business, Entrepreneurship, and Accountancy
2.Proceeds to the Registrar's Office for enrollment	2. Record enrolled subject in the Registrars system	None	5 minutes	Department Chair College of Business, Entrepreneurship, and Accountancy
3.Proceed to the Accounting Office for validation	3.verify assessment details	None	5 minutes	*Concerned Professor* College of Business, Entrepreneurship, and Accountancy
4.submit validated assessment form to the college	4.Issue and file photocopy of assessment form	None	1 minute	*College Dean* College of Business, Entrepreneurship, and Accountancy
	Total:	**None**	**21 minutes**	

2. STUDENT ADVISING

This advising process for irregular students ensure a guided enrollment process for those who need to adjust their curriculum due to course deficiencies, schedule conflicts or shifting program

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Certificate of Grades (1 Photocopy) Student's Evaluation (1 Photocopy)	Dean's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students presents summary of grades to the Program Coordinator	1. The Program Coordinator prepares the advising form of the student	None	10 minutes	*Program Coordinator,* College of Business, Entrepreneurship, and Accountancy
2. The student receives her advising form and submits it to the Department chair	2.1The Department chair reviews, signs the advising form, and forward the same to the Dean	None	5 minutes	*Department Chair,* College of Business, Entrepreneurship, and Accountancy
	2.2The Dean signs the advising forms	None	2 minutes	*College Dean,* College of Business, Entrepreneurship, and Accountancy
	2.3 The college staff releases the advising form to the students	None	2 minutes	*College Staff*, College of Business, Entrepreneurship, and Accountancy
3.The student receives the validated advising form from the Accounting office and submits a photocopy to the college	3.The College receives and files the advising form in the student file	None	2 minutes	*College Staff,* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**21 minutes**	

3. REQUEST FOR ADMISSION SLIP

The request for admission slip process applies to students who were absent or sent out due to valid reasons. This slip serves as official clearance for students to be readmitted to their classes. The process ensures that the students comply with the school policies regarding attendance.

Office or Division:		College of Business, Entrepreneurship and Accountancy		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
REQUEST FOR ADMISSION SLIP		CBEA		
Explanatory letter		CBEA DEANS OFFICE		
Pertinent evidences (e.g. medical certificate, letter of invitation, etc.)				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Students requests for Admission slip	1. Provide the admission slip form	None	3 minutes	*Administrative Aide* College of Business, Entrepreneurship, and Accountancy
2. Fill out the form and attach supporting documents	2.verify the documents and assess the validity of the reasons	None	5 minutes	*Administrative Aide* College of Business, Entrepreneurship, and Accountancy
3. submit the form for approval	3.1 approve the request and issue the admission slip.	None	10 minutes	*College Dean,* College of Business, Entrepreneurship, and Accountancy
	3.2 file the copy of the approve admission slip	None	15 minutes	*Administrative Aide* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**33 minutes**	

4. SCREENING FOR ACCOUNTANCY STUDENTS

The screening process for accountancy students ensures that Students meet the academic and institutional requirements for admission into the program. This process involves document submission, evaluation, and final approval.

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
SCREENING FOR ACCOUNTANCY STUDENTS	CBEA
Screening Exams/ Grade Sheets	CBEA FACULTY OFFICE

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students submit the screening exam along with the required documents	1.1 verify completeness of submitted documents	None	30 minutes	*Program Coordinator/ Department Chair, Faculty member* College of Business, Entrepreneurship, and Accountancy
	1.2. If the student satisfies the cutoff grades, encode the name of the student in the master list of accountancy students who will take the screening exam	None	30 minutes	*Program Coordinator / Department Chair* College of Business, Entrepreneurship, and Accountancy
	1.3 If the student fails to meet the cutoff grades, encode the name of the student in the master list of accountancy students for subject retake or program shifting	None	30 minutes.	*Program Coordinator / Department Chair,* College of Business, Entrepreneurship, and Accountancy
	1.4 Reviews the Master Lists, prints 2 copies each and then signs the master lists	None	60 minutes	Program Coordinator / Department Chair College of Business Entrepreneurship and Accountancy

	1.5 Posts the list in the College Bulletin and also creates a Facebook post to inform and congratulate the successful examinees. At the same time, mentions that the students whose name do not appear in the list should go to the Dean's office of the college to accomplish a shifting/advising form for retake		10 minutes	Program Coordinator / Department Chair, Office Staff, College of Business Entrepreneurship and Accountancy
	Total:	**NONE**	**2hours 40 minutes**	

5. REQUESTING FOR CERTIFICATION

This process outlines the steps for students who need official certification from the College of Business, Entrepreneurship and Accountancy

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
REQUESTING FOR CERTIFICATION	CBEA
Recommendation Letter	CBEA DEANS OFFICE

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submit request for certification along with the required document	1.1 Receive request and verify documents	None	3 minutes	*Administrative Aide* College of Business, Entrepreneurship, and Accountancy
	1.2 validates and process the certification	None	3 minutes	*Administrative Aide* College of Business, Entrepreneurship, and Accountancy
	1.3 College deans reviews and approves the request	None	3 minutes	*College Dean,* College of Business, Entrepreneurship, and Accountancy
	1.4 issues the certification to the students.	None	3 minutes	*Administrative Aide* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**12 minutes**	

6. REQUEST FOR STUDENT INTERNSHIP

This procedure presents the steps in requesting Host Training establishments to accommodate student interns for off campus Student Internship Program.

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
REQUEST FOR STUDENT INTERNSHIP	CBEA
Internship application form	CBEA DEANS OFFICE
Certificate of Grades	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Student Searches for an Internship Agency	1.1Prepares a letter request to HTEs requesting for their support as regards the purpose of the internship, stipulating the responsibility of the agency or the supervisor assigned to oversee the student's activities	None	5 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
	1.2 Reviews and approves the letter of request and returns to the SIPP Coordinator.	None	5 minutes	*College Dean* College of Business, Entrepreneurship, and Accountancy
	1.3 Receives and deliver the request letter to HTEs.	None	1 day	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
	1. 4 Receives the request letter for student internship.	None	5 minutes	*HTE* College of Business Entrepreneurship and Accountancy
	1. 5. Records response to the request letter by accomplishing the attached return slip.		5 minutes	*HTE* College of Business Entrepreneurship and Accountancy

	1.6 Sends Accomplished Return Slip		10 minutes	*HTE* College of Business Entrepreneurship and Accountancy
	1.7 Receives Accomplished Return Slip from HTE		5 minutes	*SIPP Coordinator,* College of Business, Entrepreneurship, and Accountancy
	1.8Consolidates the Accomplished Return Slips from THE		1 day	*SIPP Coordinator,* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**2days and 35 minutes**	

7. DEPLOYMENT OF STUDENT INTERNS

This procedure presents the steps in deploying student interns for off campus Student Internship Program.

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
REQUEST FOR STUDENT INTERNSHIP	CBEA
Internship application form	CBEA DEANS OFFICE
Certificate of Grades	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Student Searches for an Internship Agency	Conducts pre-deployment orientation on Student Internship Manual, documents needed prior deployment, and requirements to be submitted after completing the Student Internship Program namely Student Internship Manual, Medical Certificate, Parent's Consent Form, Internship Agreement Form, Student Intern's Weekly Accomplishment Reports, Supervisor's Rating Sheet, Student's Narrative Report	None	4 hours	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
2. Students need to Secure Medical Certificate and Parents' Consent, accomplish Student Internship Agreement Form, and submit to the SIPP Coordinator	2. Review and verifies the submitted documents.	None	10 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy

	Total:	**NONE**	**4hours and 10 minutes**	

8. PREPARATION AND SIGNING OF MEMORANDUM OF AGREEMENT (MOA) FOR THE STUDENT INTERNHIP PROGRAM

This procedure presents the steps in the preparation and signing of MOA for the Student Internship Program.

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
PREPARATION AND SIGNING OF MEMORANDUM OF AGREEMENT (MOA) FOR THE STUDENT INTERNHIP PROGRAM	CBEA
MOA	CBEA DEANS OFFICE
Certificate of Grades	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.The students prepare the memorandum of agreement for the student internship program	1.1 submits to the Dean for review	None	5 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
	1.2 Reviews the MOA	None	5 minutes	*College Dean* College of Business, Entrepreneurship, and Accountancy
	1.3 Submits the reviewed MOA to the Risk Management Officer		5 minutes	

	1.4 Reviews the MOA.		5 minutes	*CSU Legal Consultant* College of Business, Entrepreneurship, and Accountancy
	1.5 Issues Certification that the provision of MOA has been reviewed and found that it is in accordance with the existing laws and administrative regulations		5 minutes	*CSU Legal Consultant* College of Business, Entrepreneurship, and Accountancy
	1.6 Receives reviewed MOA and Certification		5 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
	1.7 Reviews MOA		5 minutes	
	1.8 Receives reviewed MOA		5 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
	1.9 Signs the MOA		5 minutes	*College Dean, CEO, HTE, President,* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**45 minutes**	

9. MONITORING OF STUDENT INTERNS

This procedure presents the steps in monitoring student interns for off campus Student Internship Program.

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
MONITORING OF STUDENT INTERNS	CBEA
	CBEA DEANS OFFICE

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. submit request for regular monitoring of student interns	1. Regular monitoring of student interns	None	3 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
3. Submission of Weekly Accomplishment Report (WAR)	3.review the weekly accomplishment report	None	3 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
4. Conduct an exit conference after the students have already rendered the required total number of hours	4.exit conference to evaluate the internship experience	None	3 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
5. Prepare of the narrative report	5.review and provide feedback on the narrative report	None	3 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy
6. submit the approval sheet of a narrative reports	6.Signs the Approval Sheet of the Narrative Report	None	3 minutes	*Student interns, Department Chair* College of Business, Entrepreneurship, and Accountancy
7.submit narrative reports	7.Collects all narrative reports	None	3 minutes	*SIPP Coordinator* College of Business, Entrepreneurship, and Accountancy

8.submit narrative reports	8.Files all narrative reports	None	3 minutes	*College Clerk* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**21 minutes**	

10. ISSUANCE OF GRADES FOR STUDENTS WHO HAVE ALREADY GRADUATED OR WHO ARE TRANSFERRING

This process outlines the steps for students who need to obtain their official grades after graduation or transferring to another institutions

Office or Division:	College of Business, Entrepreneurship and Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Terminal Clearance issued by the Registrar's	CBEA CBEA DEANS OFFICE
REQUEST FORM FOR ISSUANCE OF GRADE	
CLEARANCE FORM	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Approach the College staff for request form for subject with no grades.	1 Issues Request Form for Grades	None	5 minutes	*College Clerk* College of Business, Entrepreneurship, and Accountancy
2. Fills out request form and gives the same to the department chair.	2.1 Receives form and inform concern faculty members of missing grades.	None	10 minutes	*Department Chair* College of Business, Entrepreneurship, and Accountancy
	2.2 Verify records and issue certification of grades	None	15 minutes	*Concerned Professor* College of Business, Entrepreneurship, and Accountancy
	2.3. Review the certification of grades issued by the professor upon approval. Sign the document and return to the office staff to forward it to the registrar	None	2 minutes	*College Dean* College of Business, Entrepreneurship, and Accountancy
	2.4. Submits the signed certification to the registrars	None	15 minutes	*Concerned Professor* College of Business, Entrepreneurship, and Accountancy

	2.5. Gives College copy of certification to the Office Staff	None	10 minutes	*Concerned Professor* College of Business, Entrepreneurship, and Accountancy
3. Gets copy of certification from the Office Staff	3. Files the Dean's copy and furnishes copy to the student concern	None	5 minutes	*College Clerk* College of Business, Entrepreneurship, and Accountancy
	Total:	**NONE**	**1 hour and 2 minutes**	

COLLEGE OF HOSPITALITY MANAGEMENT

1. HANDLING INCOMING COMMUNICATIONS

This process ensures the efficient handling of official communications and requests received by the **College of Hospitality Management (CHM)**. It involves receiving, recording, forwarding, reviewing, and routing documents to ensure proper action is taken by the concerned faculty or staff.

Office or Division:	COLLEGE OF HOSPITALITY MANAGEMENT
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Offices
Checklist of Requirements	**Where to Secure**
Official Communication or Request	s Concerned Offices

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Submit official communication or request to the CHM Dean's Office.	1.1 Receive and record the document in the logbook or tracking system.	None	3 minutes	*CHM Deans Office Staff* *OCHM*
	1.2 Forward the document to the College Dean for perusal.	None	5 minutes	*CHM Deans Office Staff* *OCHM*
	1.3 The College Dean reviews and takes appropriate action based on the communication/request.	None	10 minutes	*Dean* *OCHM*
	1.4 Prepare and release a routing slip along with the document to the concerned faculty/staff.	None	5 minutes	*CHM Deans Office Staff* *OCHM*
	1.5 Record the receipt of the document and ensure the addressee acts on the matter.	None	3 minutes	*Addressee (Concerned Faculty/Staff)* *OCHM*
	Total:	**None**	**26 minutes**	

2. Issuance of Certification of Grades

This process ensures that students can request and receive a **Certification of Grades** from the **College of Hospitality Management (CHM)** in a timely manner. It is intended for students who still **do not have their grades from their teachers** and need an official certification.

Office or Division:	COLLEGE OF HOSPITALITY MANAGEMENT
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Accomplished Request Form	CHM Dean's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1.Request a copy of Certification of grades	1.Provide the request form to the client.	None	10 minutes	*CHM Deans Office Staff* *OCHM*
2.Fills out Request Form	2.Receive the accomplished request form and issue the Certification of Grades to student	None	5 minutes	*CHM Deans Office Staff* *OCHM*
3.Fills out the information in the Certificate of Grades	3.1 Receives Accomplished certification of grades and forwards to the dean for signature	None	5 minutes	*CHM Deans Office Staff* *OCHM*
	3.2 Gives signed Certification of grades to the client	None	5 minutes	*CHM Deans Office Staff* *OCHM*
4.Submit the Certification of Grades to the Registrar's Office.	4.Input the grades into the system for record-keeping.	None	1 hour	*Registrar's Staff* *Registrar's Office*
	Total:	**None**	**1 hour and 25 minutes**	

3. Issuance of Admission Slip

This process ensures that students can request and receive an **Admission Slip** from the **College of Hospitality Management (CHM)** in a timely manner. The admission slip serves as an official document for students who need permission to attend classes, exams, or other academic-related activities.

Office or Division:	COLLEGE OF HOSPITALITY MANAGEMENT
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Accomplished Request Form	CHM Dean's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1.Request admission slip to the office staff	1.Provide the request form to the student.	None	3 minutes	*CHM Deans Office Staff* *OCHM*
2.Fill out the request form	2.Receive the accomplished request form and issue admission slip to the students	None	5 minutes	*CHM Deans Office Staff* *OCHM*
3.Fills out the information in the admission slip	3.1 Forwards to the college dean for signature and take action based on the reason stated on the admission slip.	None	10 minutes	*Dean* *OCHM*
	3.2 Issue the signed admission slip to the student.	None	8 minutes	*CHM Deans Office Staff* *OCHM*
	Total:	**None**	**26 minutes**	

4. ADMISSION OF NEW STUDENTS

This process facilitates the enrollment of **incoming students** into the **College of Hospitality Management (CHM)** by ensuring that all admission requirements are submitted, verified, and properly recorded.

Office or Division:	COLLEGE OF HOSPITALITY MANAGEMENT
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Incoming Students
Checklist of Requirements	**Where to Secure**
Admission Requirements (2 copies: original for Registrar's Office, photocopy for the College) **1.**College Admission Test Result (Printed Copy) 2.Four copies of recent colored 2x2 ID picture 3.Form 138- Grade 12 SHS card (Original and Photocopy) 4.Certificate of Good Moral Character (Original and Photocopy) 5.Birth Certificate from PSA (Original and Photocopy)	Student / Previous School
Advising Form	College of Hospitality Management
Student Profile Form	College of Hospitality Management
Socio-Economic Profile Form	College of Hospitality Management

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.Presents two copies of the admission requirements (original copy for the Registrar's Office and photocopy for the College) to the admitting Faculty	1.Checks completeness and assesses the admission requirements submitted by the enrollee and Interviews the enrollee if all admission requirements are satisfied	None	15 minutes	*Admitting Faculty* *OCHM*
2.Fills out the Advising Form, Student Profile Form, and Socio-Economic Profile Form and Submits the admission requirements and accomplished forms in a folder	2.Checks completeness of the admission requirements and accomplished forms and Returns the admission requirements and Student Profile Form	None	10 minutes	*Admitting Faculty* *OCHM*

3.Submits the admission requirements, Student Profile Form, and Advising Form to the Department Chair for final review	3.Reviews and files the college copy of the admission requirements and accomplished forms, Reviews and approves the Advising Form	None	10 minutes	*Department Chair* *OCHM*
4.Proceeds to the Registrar's Office for enrollment	4.Process enrollment.	None	15 minutes	*Registrar's Staff* *Registrar's Office*
5.Proceeds to the Department Chair and submits College copy of the Advising Form and copy of the assessment form	5.Files the Advising Form and assessment form in the enrollee's records	None	5 minutes	*Department Chair* *OCHM*
	Total:	**None**	**55 minutes**	

5. ADVISING REGULAR STUDENTS

This process ensures that regular students are properly advised and assessed before enrollment for the next semester.

Office or Division:		COLLEGE OF HOSPITALITY MANAGEMENT		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
List of Students to be Enrolled		Adviser		
Assessment Form		Registrar's Office		
Advising Form		College of Hospitality Management		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1.Enlist of names to their respective class adviser	1.1 Class Adviser Submits list of students to be enrolled for the next semester to the Department Chair	None	3 hours	*Adviser* *OCHM*
	1.2 Reviews the list submitted and Submits list to the registrar's office.	None	2 hours	*Dean/Department Chair* *OCHM*
	1.3 Receives the Registrar's copy of the List of Students and prints the assessment forms of the regular students.	None	2 hour	*Dean/Department Chair* *OCHM*
	1.4 Issues the assessment forms of students to the College Clerk.	None	30 minutes	*Registrar's Staff* *Registrar's Office*
2.Secures assessment form from the College Clerk.	2.Distribute the Assessment forms	None	5 minutes	*CHM DEANS OFFICE STAFF* *OCHM*
3.Proceeds to the Department Chair and submits college copy of the assessment form	3. Filesthe Advising Form and assessment form	None	2 minutes	*Department Chair* *OCHM*
	Total:	**NONE**	**7 hours and 37 minutes**	

6. ADVISING IRREGULAR STUDENTS

This process ensures that transferees, incoming, and returning students receive proper academic advising and enrollment assistance.

Office or Division:	COLLEGE OF HOSPITALITY MANAGEMENT
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Transferees, Incoming and Returning Students
Checklist of Requirements	**Where to Secure**
For transferee students: 1.College Admission Test Result (Printed Copy) 2.Honorable Dismissal (Original and Photocopy) 3.Transcript of Records from last school attended (Original and Photocopy) 4.Certificate of Good Moral Character (Original and Photocopy) 5.Birth Certificate from PSA (Original and Photocopy)	Student / Previous School
For old Irregular and Returning students: Certification of Grades	Registrar's Office
Advising Form	Advising Faculty
Assessment Form	Registrar's Office
Official Receipt of Payment	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents pertinent documents such as CAT result, Certification of Grades, etc. to the Advising Faculty	1. Checks all pertinent documents, evaluates the Certification of Grades vis-à-vis curriculum and gives the student the advising form indicating courses to be enrolled	None	15 minutes	*Advising Faculty* *OCHM*
2. Receives all pertinent documents from the Advising Faculty and submits the Advising Form to the Program Chair/College Dean for approval	2. Reviews, signs the Advising Form and files the copy of the college advising form	None	5 minutes	*Department Chair/College Dean* *OCHM*
3. Proceeds to the Registrar's Office for enrollment	3. Receives the Registrar's copy of the Advising Form	None	10 minutes	*Registrar's Staff*

	and prints the assessment form			*Registrar's Office*
4. Proceeds to the Accounting Office for the validation of enrollment	4. Validate and approve the enrollment records.	None	10 minutes	*Accounting staff* *Accounting Office*
5. Proceeds to the Cashier's Office for payment of enrollment fees (if opt out) , then to the Accounting Office for the validation of enrollment	5. Process and issue the Official Receipt. (if opt out)	Based on fees. (if opt out)	10 minutes	*Cashier staff* *Cashier's Office*
6.Proceeds to the Registrar's Office, presents the assessment form marked as 'officially enrolled'.	6. Update student records in the system.	None	10 minutes	*Registrar's Staff* *Registrar's Office*
7.Proceeds to the Program Chair and submits copy of the assessment form	7. Files the assessment form	None	2 minutes	*Program Chair* *OCHM*
	Total:	**None**	**1 hour and 2 minutes**	

COLLEGE OF TEACHER EDUCATION

1. ADVISING REGULAR STUDENTS

This procedure outlines the steps students must follow to obtain an advising form from the College of Teacher Education. It ensures that students enroll in the appropriate course for the semester while also monitoring the number of students in each section. Additionally, it provides support for cases involving irregular students.

The objective of this process is to provide a structured and efficient system for advising regular students, ensuring that they enroll in the appropriate courses required for their academic progression. It aims to assist students in making informed decisions regarding their subjects while maintaining an organized and balanced distribution of students across sections. Additionally, this process helps monitor enrollment patterns, address scheduling concerns, and support irregular students in aligning their coursework with their academic requirements. Ultimately, it seeks to enhance the overall advising experience by promoting academic guidance, proper course selection, and student success.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Advising Form	CTED
Certificate of Grades (1 Photocopy)	REGISTRAR'S OFFICE
Students' Evaluation (1 Photocopy)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits Certification of Grades	1. Evaluates the grades of the student and advises student to proceed to the Registrar's Office for enrollment	None	10 minutes	*Department Chair* College of Teacher Education
2.Proceeds to the Registrar's Office for enrollment	2. Enter the subject enrolled in the Registrar's System	None	5 minutes	*Registrar's Office Staff* Registrar's Office
3.Proceeds to the Accounting Office for the validation of enrollment	3.Validates the assessment	None	5 minutes	*Accounting Staff* Accounting Office
4.Proceeds to the College and presents the assessment form marked as '*officially enrolled*'	4.Received photocopy of assessment form and filed by the program coordinator /department chair	None	1 minute	*Department Chair* College of Teacher Education
	Total:	**None**	**21 minutes**	

2. REQUESTING PETITIONED COURSES / SPECIAL CLASSES

This process facilitates the approval and offering of petitioned subjects for irregular and graduating students, ensuring they can complete their academic requirements on time, even if they have encountered previous academic challenges.

The College Dean evaluates and approves petitions based on the number of requesting students, as well as the availability of classrooms and faculty members to conduct the class, ensuring the feasibility and smooth implementation of the petitioned courses.

The objective of this process is to provide students, particularly irregular and graduating students, with an opportunity to complete their academic requirements on time by facilitating the approval and offering of petitioned courses or special classes. It aims to ensure that students who face scheduling conflicts or academic setbacks can still progress toward graduation without unnecessary delays. Additionally, this process seeks to optimize institutional resources by assessing the feasibility of offering petitioned courses based on student demand, faculty availability, and classroom capacity. By implementing a structured approach to handling course petitions, the process promotes academic continuity, supports student success, and upholds the institution's commitment to accessible and flexible learning pathways.

Office or Division:		CTED		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Certification Letter		CTED		
Interview				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Writes a letter of petition to the College Dean for the offering of subject	1.1 Peruses and assigns an Instructor for the Petitioned Course and computes the corresponding fee (if number of students is less than 18) and forwards the petition letter to the CEO	None	30 minutes	*College Dean* College of Teacher Education
	1.2 Receives and endorses request for petition course to the CEO	None	30 minutes	*Campus Academic Affairs Director* Campus Academic Affairs Office
	1.3 Receives and approves request for petition course and forwards to the College	None	3 days	*Campus Executive Officer*

				Campus Executive Office
	1.4 Receives and endorses the petitioned course to the Registrar	None	10 minutes	*College Clerk* College of Teacher Education
2. Proceeds to Accounting Office	2. Computes the amount of the Petitioned subject	None	10 minutes	*Accounting Staff* Accounting Office
3. Proceeds to the Registrar's Office for enrollment	3. Enrolls the subject	None	3 minutes	*Registrar's Staff* Registrar's Office
4. Proceeds to Accounting Office	4. Posting amount of petitioned subjects & printing the new assessment	Tuition fee	5 minutes	*Accounting Staff* Accounting
5. Proceeds to the Cashier for Payment	5.Receives payment and issues receipt	* Fees as reflected in the Assessment Form (Depending on the number of students petitioning and the qualification of faculty teaching the petitioned subject *BS level – 154 per hr MS Level -174 or 180 per hr PhD Level – 190 per hr)*	5 minutes	*Cashier's Staff* Cashier Office
6. Submits a copy assessment form and receipt of payment	6.1 Receives the copy of assessment form and receipt for filing and provides a copy to the Department Chair concerned for the preparation of Faculty Workload	None	1 minute	*College Clerk* College of Teacher Education
	6.1 Incorporates the petitioned course as a Faculty Workload and attaches a copy of the approved request for petitioned course in the faculty workloads	None	5 minutes	*Department Chair* College of Teacher Education

	Total:	**Depending on the number of students petitioning and the qualification of faculty teaching the petitioned subject** ***BS level – 154 per hr MS Level -174 or 180 per hr PhD Level – 190 per hr)***	**3 days, 1 hour, 39 minutes**	

3. REQUEST FOR ADMISSION SLIP

This process applies to students who have accumulated absences or have been sent out of their classes due to various reasons, such as disciplinary concerns, health-related issues, or failure to comply with academic requirements.

To ensure accountability and proper documentation, affected students must secure an admission slip before rejoining their classes. This process helps monitor student attendance, reinforce institutional policies, and provide necessary support or interventions to help students stay on track with their academic progress.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Admission Slip	CTED
Excuse/Explanatory Letter	
Pertinent evidences (e.g. medical certificate, letter of invitation, etc.)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Fills up the Admission Slip & will be required to attach excuse/explanation letter & pertinent documents/evidences (as necessary) and the Dean/department chair signs as the Admission Slip after verifying the corrections of the entries & reviewing reasons/documents	1. Forwards as to the Dean/Department Chair concerned	None	5 minutes	*College Clerk* College of Teacher Education
2. Proceeds to the College Dean	2. Verify and advise the student	None	10 minutes	*College Dean* College of Teacher Education
	Total:	**None**	**15 minutes**	

4. BORROWING AND RETURNING OF LABORATORY EQUIPMENT AND MATERIALS

This process ensures the efficient management of laboratory classes and sessions while enabling the accurate monitoring and tracking of materials, apparatuses, and equipment used during classes.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Laboratory Borrower's Slip	CTED

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secures a Laboratory Borrower's Slip, lists needed equipment and materials, and seeks signature of subject teacher	1. Checks the list and signs the Laboratory Borrower's Slip	None	5 minutes	*Faculty In-charge (Science Laboratory)* College of Teacher Education
2. Hands in the signed Laboratory Borrower's Slip to the Medical Laboratory Technologist at least 3 days before the conduct of Laboratory activity	2.1 Endorses the requisition to the laboratory assistant who prepares the equipment, reagents materials needed	None	5 minutes	*Faculty In-charge (Science Laboratory)* College of Teacher Education
	2.2 Prepares the requested equipment, reagents & materials	None	30 minutes	*Faculty In-charge (Science Laboratory)* College of Teacher Education
3. Returns borrowed equipment and materials after use	3.1 Receives and checks the borrowed equipment	None	10 minutes	*Faculty In-charge (Science Laboratory)* College of Teacher Education
	3.2 Reports to the faculty-in charge of any defects, malfunctions or any missing parts of the	None	5 minutes	*Faculty In-charge (Science Laboratory)*

	equipment and apparatus issued and any losses and breakages.			College of Teacher Education
	3.3 Reports the said defects to the dean for proper action	None	3 minutes	Faculty In-charge (Science Laboratory) College of Teacher Education
4. Students waive their intention to replace any breakages/ losses with the same quality and brand, receives and checks requested equipment and materials	4. Records the materials/ supplies replaced by the students.	None	3 minutes	Faculty In-charge (Science Laboratory) College of Teacher Education
	Total:	**None**	**1 hour and 1 minute**	

5. REQUESTING FOR RECOMMENDATION LETTER

This process streamlines the request for recommendation letters, ensuring a smooth and efficient workflow for students and graduates seeking support for employment, research grants, training programs, and scholarship applications.

Office or Division:		CTED		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Recommendation Letter		CTED		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Request for Recommendation Letter (for employment or any purpose)	1. Ask for student's personal information, and addressee & print the recommendation letter	None	15 minutes	*College Clerk* College of Teacher Education
2. Received and signed one (1) of the original	2. Issues the Recommendation Letter & File one (1) original copy	None	3 minutes	*College Clerk* College of Teacher Education
	Total:	**None**	**18 minutes**	

6. REQUESTING FOR CERTIFICATION

This process facilitates the request and issuance of certification letters for various purposes, including internship completion, internship rotation, employment verification, and participation in academic, research, extension, and training activities of the college.

Additionally, it covers certification requests related to the correction of records and claims, ensuring accuracy and proper documentation.

This process aims to provide a structured and efficient system for requesting and issuing certification letters for various academic and professional purposes. It aims to ensure that students and graduates can obtain official documentation for internship completion, internship rotation, employment verification, and participation in academic, research, extension, and training activities of the college. Additionally, this process seeks to uphold the accuracy and integrity of institutional records by facilitating certification requests for record corrections and claims. By streamlining the certification process, the institution enhances document accessibility, supports student and graduate needs, and maintains compliance with academic and administrative policies.

Office or Division:		CTED		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Certification Letter		CTED		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Request for Certification Letter (employment, attendance, etc.)	1. Ask student's personal information, d and addressee	None	15 minutes	*College Clerk* College of Teacher Education
2. Received and signed one (1) of the original	2. Issues the letter of certification & files one (1) original copy	None	3 minutes	*College Clerk* College of Teacher Education
	Total:	**None**	**18 minutes**	

7. PROCESSING OF DOCUMENTS FOR SCHOLARSHIP

This process is designed to assist students applying for scholarships from both government and private institutions. It ensures that all required documents are properly processed, verified, and submitted in a timely manner, increasing students' chances of securing financial assistance.

The objective of this process is to provide a systematic and efficient approach to handling scholarship applications, ensuring that students receive proper guidance in preparing and submitting their requirements accurately and on time. It also facilitates coordination between students and scholarship-granting institutions, helping them comply with specific guidelines and additional instructions, particularly from private agencies once they are accepted. Ultimately, this process aims to support students in accessing financial aid opportunities that will enable them to continue and successfully complete their education.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Certificate of Indigency	
Income Tax Return	BIR
Scholarship Application Form	CHED

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Student secures endorsement from the Dean to apply for a scholarship	1. Gives instructions as to the nature of the scholarship & requirements.	None	30 minutes	*College Dean College of Teacher Education*
2. Student complies with the requirement/s of the scholarship grant	2Issues indorsement letter of qualified/eligible applicants & communicates to the students as per status of the application	None	30 minutes	*College Clerk College of Teacher Education*
3. Student waits for the results of the evaluation by the concerned agency/organization/party	3. Calls for the student who passed the selection committee & formally gives instructions as per advice of the grantor of the scholarship	None	30 minutes	*College Clerk College of Teacher Education*
4. Attends the orientation for the scholarship grant	4. Office staff documents all the undertakings	None	10 minutes	*College Clerk College of Teacher Education*

	Total:	**None**	**1 hour and 40 minutes**	

8. ENDORSEMENT FOR TEACHING INTERNSHIP

This process outlines the necessary steps students must complete before their teaching internship assignment and eventual deployment. It ensures that students are properly guided and prepared for their teaching internship. The specific schools where the students will be deployed will be determined by the Department Chair and requires approval from the Dean.

The objective of this process is to facilitate a structured and well-coordinated teaching internship that enhances students' practical skills and professional readiness. It aims to ensure that students are assigned to schools that align with their field of specialization.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Internship application form	CTED
Certificate of Grades	Registrar's Office
Medical Certificate	Government Physician

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students fill-out form	1. Receives the accomplished internship application form and hands a copy of the checklist of the requirements for teaching internship (Certificate of Grades, Medical Certificate, etc.)	None	1 day	*College Clerk* College of Teacher Education
2. Submits all the documents	2. Receives the documents and hands it over to the concerned Department chair. The schedule for Pre-Deployment Orientation Seminar is determined.	None	2 hours	*Department Chairs* College of Teacher Education
3. Students are advised to attend the Pre-Deployment Orientation Seminar	3. Communicates to the Division Schools Superintendents the school assignments of students. The Dean assigns teacher supervisors to monitor all the undertakings of the interns,	None	1 day	*Department Chairs* *College Dean* College of Teacher Education
4. Students will start their teaching internship after endorsement.	4. Endorses the students to the different schools	None	6 hours	Department Chairs

				Practice Teaching Supervisors College of Teacher Education
	Total:	**None**	**3 days**	

9. ENDORSEMENT FOR COMMUNITY IMMERSION / ON-THE JOB TRAINING (OJT) OF THE BTLED AND BTVTED

This process specifies the necessary steps students must complete before their OJT deployment. It ensures that students are properly guided and prepared for their respective immersions, or on-the-job training (OJT) experiences. The specific type of immersion program a student will undertake is determined by the Department Chair of the secondary department and the BTLED Program Coordinator and requires approval from the Dean to ensure alignment with academic requirements and industry standards.

The goal of this process is to ensure a well-organized and systematic internship, immersion, or OJT placement that strengthens students' practical competencies and prepares them for professional roles. It seeks to guarantee that students are placed in reputable institutions or workplaces that closely align with their field of study, providing them with relevant hands-on experience and industry-specific exposure to enhance their professional growth. Additionally, this process helps maintain institutional partnerships with industry and community organizations while ensuring compliance with academic policies and program requirements.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
OJT application form	CTED
Certificate of Grades	Registrar's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students fill-out form	1. Receives the accomplished OJT application form	None	1 day	*College Clerk* College of Teacher Education
2. Submit certification of grades	2. Receives the document.	None	2 hours	*Department Chair* *Program Coordinators* College of Teacher Education
3. Students are advised to report to the program coordinator for the final industry assignment	3. Communicates to the head of the industry. The Dean assigns an instructor to monitor all the undertakings of the trainees in the industry.	None	1 day	*College Dean* College of Teacher Education
4. Student will start the training or immersion after endorsement.	4. Letter of Endorsement is submitted to the accepting industry	None	2 hours	*Department Chair* *Program Coordinators*

				College of Teacher Education
	Total:	**None**	**2 days and 4 hours**	

10. ISSUANCE OF GRADES FOR STUDENTS WHO HAVE ALREADY GRADUATED OR WHO ARE TRANSFERRING

This process is intended for students who require updates to their Certificate of Grades or Transcript of Records due to missing grades in certain courses. It ensures that their academic records are complete and accurately reflect their performance, which is essential for those preparing for graduation, transferring to another institution, or fulfilling internship requirements.

The objective of this process is to provide a systematic and efficient approach to updating and issuing official academic records. It aims to assist students in securing the necessary documents promptly to avoid delays in their academic or professional pursuits. Additionally, it ensures the accuracy and integrity of student records while adhering to institutional policies and regulatory requirements. By streamlining the issuance of grades, this process supports students in their transition to further education, professional training, or career opportunities.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Certificate of Grades	Registrar's office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Student submits a Certificate of Grades (COG) (from registrar) and informs the office that some grades are not yet entered	1. Receives the COG and verifies based on the grade sheets submitted by the faculty or in the deliberation sheets. The faculty concerned prepares the rectification letter to be noted by the college dean.	None	2 hours	*Department Chairs* *College Dean* *Faculty member concerned* College of Teacher Education
2. Student pays the completion fee at the Cashier office & gives a copy of the receipt to the office of the Dean	2. Takes the photocopy of the Completion Fee & Issues the Certificate of Grades which will be entered by the Registrar.	P 20. 00	10 minutes	*College Clerk* College of Teacher Education
3. Student waits for the grades to be inputted in the system	3. Hands-over the updated Certificate of Grades	None	5 minutes	Registrar's Staff Registrar's office
4. Proceeds to the Dean's office and submits updated Certificate of Grades	Receives updated Certificate of Grades and Files one (1) copy	None	5 minutes	*College Clerk* College of Allied Health Sciences

	Total:	**PHP 20. 00**	**2 hours and 25 minutes**	

11. ACTING ON COMPLAINTS FILED BY STUDENTS

This process outlines the steps the administration follows in addressing and resolving student complaints. It ensures that all formal complaints are properly documented, thoroughly investigated, and resolved in accordance with the policies and guidelines stated in the Student or Academic Manual. Appropriate sanctions or corrective actions are imposed based on the findings of the investigation, upholding fairness and due process.

This process aims to establish a transparent, systematic, and student-centered approach to handling complaints, ensuring that concerns are addressed promptly and fairly. It aims to provide students with a formal avenue to voice their grievances while fostering a culture of accountability, respect, and adherence to institutional policies. Additionally, this process seeks to maintain a safe and conducive learning environment by promoting open communication, conflict resolution, and continuous institutional improvement.

Office or Division:	CTED
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Complaint Letter	Student Complainant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. The student submits a letter of complaint against a faculty/student	1. Receives the letter of complaint and hands it to the Dean for appropriate action	None	3 mins	*College Clerk* College of Teacher Education
2. Attends the meeting scheduled by the Dean for the purpose of further inquiry	2. Verify the accusations & documents the undertaking and schedule the confrontation on parties involved	None	1 hour	*College Dean Department Chairs* College of Teacher Education
3. Waits for the result of the hearing made by the College Grievance Committee	3. Informs the complaint about the decision of the College Grievance Committee and issues a copy of the decision letter from concerned parties. The Dean implements the decision of the Grievance Committee or endorses it to the CEO if dispositions cannot be made at the college dean's level	None	2 days	*Grievance Committee* College of Teacher Education
	Total:	**None**	**2 days, 1 hour and 3 minutes**	

GRADUATE SCHOOL

1. TAKING UP COMPREHENSIVE EXAM

This process is availed only by graduate students who already finished their academic requirements and are about to enroll in their thesis (Master's Degree) and dissertation (Doctoral Degree) writing. This process will ensure their readiness to do research work.

All graduate students who are qualified to take the Comprehensive Examination should signify their intent by informing the Graduate School staff. They will then be scheduled for the examination after the approval of the College Dean.

Office or Division:	Graduate School
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduate School Studentss
Checklist of Requirements	**Where to Secure**
• Certification of Graduates duly authenticated by the Registrar	Registrar Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure order of payment of Certification of Grades (COG)	1. Issue order of payment	PHP 30.00	2 minutes	*Campus Cashier* Cashier's Office
2. Pay to the cashier	2. Process payment and issue Official Receipt (O.R.)	None	2 minutes	*Registrar's Office Staff* Registrar's Office
3. Proceed to the Graduate School and submit the duly authenticated Certification of Grades (COG)	3.1 Assess the courses taken by the student and submit the COG to the College Dean for notation 3.2 Advise the student to proceed to the cashier to pay the comprehensive examination fee	None	5 minutes	*Graduate School Clerk* Graduate School Office
4. Pay to the cashier	4. Process payment and issue Official Receipt (O.R.)	PHP 1,000.00	2 minutes	*Campus Cashier* Cashier's Office
5. Submit a copy of the official receipt to the Graduate School Office	5.Provide the schedule for comprehensive examination as approved by the Dean	None	1 minute	*Graduate School Clerk* Graduate School Office

6. Take the Comprehensive Examination on the given schedule	6. 1**.** Collect the comprehensive examination booklets of the taker/s 6.2 Advise the taker/s to wait for the results	None	1 Day	*Graduate School Clerk* Graduate School Office
7. (waiting time for the taker/s)	7. Distribute the comprehensive examination booklets of the taker/s to the concerned faculty members for checking	None	1 week	*Faculty members who prepared the comprehensive examination questions*
8.	8. Consolidate the results of the comprehensive examination for approval of the dean. Post the results to the Graduate School office bulletin board	None	1 week	*University Dean* Graduate School Office
	Total	**PHP 1,030.00**	**15 days & 12 minutes**	

2. ADMISSION OF NEW STUDENTS

This is the initial step before getting admitted in the Graduate School. The aspiring students shall follow the admission process to gauge their ability and preparedness to perform graduate school work.

Office or Division:	Graduate School
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduate School Students
Checklist of Requirements	**Where to Secure**
A. Doctoral Program • Master degree (with thesis) • Official Transcript of Record (Masteral and Undergraduate) • Two Recommendation letters from former professors/immediate supervisor • Copy of scholarship grants (for scholars only) • Letter of Recommendation to study from Direct Supervisor of Head of Agency • A weighted average of 2.0 or its grade equivalent from recognized institutions • Pass the Graduate School Admisson Examination B. Masteral Program • BS/AB Graduate • Undergraduate Official Transcript of Records • Copy of Scholarship contract (for scholars only) • A weighted average grade of 2.0 or its equivalent from recognized institutions • Pass the Graduate School Admission Examination	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submit complete admission requirements to the Graduate School Staff for verification	1. Receive and verify the admission requirements	None	5 minutes	*Registrar Staff* Registrar's Office
2. Fill out admission form and take a written examination	2. Receive filled out Graduate School admission form and accomplished written exam and check the completeness of documents	None	30 minutes	*Graduate School Clerk* Graduate School Office

3. Submit the verified admission form and written examination	3. Review accomplished admission form and written examination for approval	None	10 minutes	*University Dean* Graduate School Office
4. Secure enrollment/advising form	4. 4.1 Assist the student with the courses to enroll 4.2 Let the Dean sign the enrollment/advising form	None	3 minutes	*Program Chair* Graduate School Office
5. Submit approved enrollment/advising form	5. 1Input subjects to enroll 5.2 Advise the student to proceed to the cashier	None	3 minutes	*Registrar Staff* Registrar's Office
6. Pay tuition and miscellaneous to the cashier	6. Process payment and issue Official Receipt (O.R.)	PHP 1,000.00	3 minutes	*Campus Cashier* Cashier Office
7. Proceed to the Accounting Office for the validation of enrollment	7. Validate the assessment	None	5 minutes	*Accounting Staff* Accounting Office
8. . Proceed to the Graduate School Office and present the assessment form marked as '*officially enrolled'*	8. Receive and file the photocopy of the assessment form	None	1 minute	*Graduate School Clerk* Graduate School Office
	Total	**PHP 1,000.00**	**1 hour**	

3. ENROLLMENT

This process covers the steps that aspiring graduate students need to follow after getting admitted to enroll in the Graduate School.

Office or Division:	Graduate School
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduate School Studentss
Checklist of Requirements	**Where to Secure**
• Original copy and one photocopy of Transcript of Records.	Registrar's Office
• Two Letters of recommendation from former professors and/or immediate supervisor.	Former Professor
• Two ID pictures (2x2)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submit the complete requirements to the Graduate School staff for verification	1. 1. Receive and review the completeness of the requirements *If the enrollment requirements are incomplete, the staff will list down the missing documents and ask the client to provide them. *If the enrollment requirements are complete, the client will be asked to fill out the enrollment form.	None	10 minutes	*Graduate School Clerk* Graduate School Office
2. Fill out the enrollment form and submit it to the Graduate School staff for checking	2. Check the completeness of information in the form *If the client missed to provide information in the form, the staff will ask the client to complete it. *If the client provided complete information, the staff will submit the form to the College Dean for signature.	None	5 minutes	*Graduate School Clerk* Graduate School Office
3. Submit approved enrollment form	3. Input subjects enrolled	None	5 minutes	*Registrar Staff* Registrar's Office

4. Pay fees to the Cashier's Office	4**.** Receives the payment from the client	PHP 1,000.00	10 minutes	*Campus Cashier* Cashier Office
	Total	**PHP 1,000.00**	**30 minutes**	

4. DISSERTATION/ THESIS DEFENSES

This process shall be taken by graduate students who are ready to present their thesis or dissertation paper either for proposal or final defense. Their schedule to present shall be decided by the Dean after the approval of their request.

Office or Division:	Graduate School
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduate School Students
Checklist of Requirements	**Where to Secure**
• Manuscripts	
• Payment of thesis/dissertation fee proposals	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Fills out request form for approval of thesis/dissertation title	1.1 Check the completeness of information in the request form 1.2 Advise the student to proceed to the cashier's office to pay thesis/dissertation fee	None	10 minutes	*Graduate School Clerk* Graduate School Office *University Dean* Graduate School Office
2. Pay to the cashier	2. Process payment and issue Official Receipt (O.R.)	*PhD/DPA Proposal PHP 22,000.00 Final PHP 25,000.00 *MA/MS Proposal PHP 12,000.00 Final PHP 18,500.00	5 minutes	*Campus Cashier* Cashier Office
3. Submit to the Graduate School Request Form together with the Official Receipt	3.1 Assign thesis/dissertation Adviser to assist the student based on the prefered research topic of the student. 3.2 Advise the student to approach the assigned adviser for assistance. 3.3 Inform the student to submit the manuscript 1 week	None	5 minutes	*University Dean* Graduate School Office

	before the scheduled defense.			
4. Submits thesis/dissertation manuscripts one week prior to the scheduled defense	4**.** Receives copies of manuscripts and assigns Graduate School professors to act as panelists/reader/critic	None	5 minutes	*Graduate School Clerk* Graduate School Office *University Dean* Graduate School Office
5. Presents and defends questions propounded by the thesis/dissertation defense panel	5. Ask relevant questions to the client/customer for the improvement of the thesis/dissertation	None		*Panel of Examiners* Graduate School
6. Asks copies of minutes of thesis/dissertation defense attended by the Dean	6. Provides copies of minutes of thesis/dissertation defense for feedback purposes	None	5 minutes	*Graduate School Clerkf* *University Dean* Graduate School Office
7. Incorporate suggestions of panel members	7. Receives and gives manuscripts to adviser and panel members for review and approval	None		*Graduate School Clerk* *University Dean* Graduate School Office
	Total	***PhD/DPA Proposal PHP 22,000.00 Final PHP 25,000.00 *MA/MS Proposal PHP 12,000.00 Final PHP 18,500.00**	**1 hour & 30 minutes**	

5. PROCESSING OF DOCUMENTS OF SCHOLARSHIPS

This process is intended for the students who are applying for the scholarship whether in government & private organizations. In most instances, private agencies gives additional instructions to the scholars especially when they are already accepted.

Office or Division:	Graduate School
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduate School Students
Checklist of Requirements	**Where to Secure**

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Students secures endorsement from the Dean to apply for a scholarship	1. Gives instructions as to the nature of the scholarship & requirements.	None	30 minutes	*University Dean* Graduate School Office
2. Students complies with the requirement/s of the scholarship grant	2. Issues indorsement letter of qualified/eligible applicants & communicates to the students as per status of the application	None	30 minutes	*Graduate School Clerk* Graduate School Office
3. Student waits for the results of the evaluation by the concerned agency/organization/party	3. Calls for the students who were able to pass the selection committee & formally gives instructions as per the advise of the grantor of the scholarship	None	30 minutes	*Graduate School Clerk* Graduate School Office
4. Attends the orientation for the scholarship grant	4. Office staff documents all the undertakings	None	10 minutes	
	Total:	**None**	**1 hour and 40 minutes**	

GUIDANCE AND COUNSELING CENTER

1. COUNSELING SERVICE

COUNSELING refers to the guidance service wherein the counselor assists the counselees in the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs.

Office or Division:	Counseling and Career Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

Checklist of Requirements	**Where to Secure**
N/A	N/A

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Informs the Guidance Counselor of the purpose of the visit	1. Guidance counselor asks client to fill-out the intake form and consent form (if needed)	None	10 minutes	*Guidance Counselor* CCSO
2. Undergoes the counseling session	2. Conducts counseling	None	45 minutes	*Guidance Counselor* CCSO
3. Signs in the office logbook	3. 1 Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable 3.2 Assists in signing the office logbook 3.3 Files Intake Form	None	5 minutes	*Guidance Counselor* CCSO
	Total:	**None**	**1 Hour**	

2. EXIT INTERVIEW

EXIT INTERVIEW refers to the guidance activity wherein outgoing students are given assistance in relation to their choices to drop or transfer.

Office or Division:	Counseling and Career Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students who are dropping or transferring

Checklist of Requirements	**Where to Secure**
N/A	N/A

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Informs the Guidance Counselor of the purpose of the visit	1. Assists the students in filling-out the Exit Interview Form.	None	2 minutes	*Guidance Counselor* CCSO *Assistant Guidance Staff* CCSO
2. Fills out the form	2. Guides in filling out the form and interviews the student Files the accomplished exit interview form	None	18 minutes	*Guidance Counselor* CCSO *Assistant Guidance Staff* CCSO
3. Evaluates the service rendered and signs in the office logbook	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook	None	10 minutes	*Guidance Counselor* CCSO
	Total:	**None**	**30 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE

1. Request for Certificate of Employment

-Indication of the first day of service, position and designation of the employee concerned

Office or Division:	Administrative /HR
Classification:	(Simple)
Type of Transaction:	(G2C – Government to Citizen)
Who may Avail:	Faculty and Administrative Personnel
Checklist of Requirements	**Where to Secure**
Request Form (1 Copy)	HR Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client secures the request form and fills out the information needed	1. The HR Staff receives the request form for proper action	None	5 minutes	*Human Resource Management Office – Staff* HRMO
2. The client waits for the requested document to be released	2.1. The HR staff processes the requested document	None	. 30 minutes	*Human Resource Management Office – Staff* HRMO
	2.2. The HRMO reviews the correctness and veracity of the processed document	None	10 minutes	*Campus Human Resource Management Officer* HRMO
	2.3. The HRMO approves and signs the requested document	None	5 minutes	
3. The client receives the Certificate of Employment	3. HR Staff releases the requested document	None	5 minutes	*Human Resource Management Office – Staff* HRMO
	Total:	**None**	**55 minutes**	

2. Request for Certification of Leave Credits

-Certification of Leave Credits is an official document that details an employee's leave balances

Office or Division:	Administrative /HR
Classification:	(Simple)
Type of Transaction:	(G2C – Government to Citizen)
Who may Avail:	Faculty and Administrative Personnel
Checklist of Requirements	**Where to Secure**
Request Form (1 Copy)	HR Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client secures the request form and fills out the information needed	1. The HR Staff receives the request form for proper action	None	5 minutes	*Human Resource Management Office – Staff* HRMO
2. The client waits for the requested document to be released	2.1. The HR staff processes the requested document	None	. 30 minutes	*Human Resource Management Office – Staff* HRMO
	2.2. The HRMO reviews the correctness and veracity of the processed document	None	10 minutes	*Campus Human Resource Management Officer* HRMO
	2.3. The HRMO approves and signs the requested document	None	5 minutes	
3. The client receives the Certificate of Leave Credits	3. HR Staff releases the requested document	None	5 minutes	*Human Resource Management Office – Staff* HRMO
	Total:	**None**	**55 minutes**	

3. Request for Daily Time Record

-Daily Time Record is a document used to track the attendance and working hours of government employees. It serves as a record of time-in and time-out, including lunch breaks, and is used to ensure compliance with prescribed work hours and validate salary computations, overtime claims, and leave deductions.

Office or Division:	Administrative /HR
Classification:	(Simple)
Type of Transaction:	(G2C – Government to Citizen)
Who may Avail:	Faculty and Administrative Personnel
Checklist of Requirements	**Where to Secure**
Request Form (1 Copy)	HR Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client secures the request form and fills out the information needed	1. The HR Staff receives the request form for proper action	None	5 minutes	*Human Resource Management Office – Staff* HRMO
2. The client waits for the requested document to be released	2.1. The HR staff processes the requested document	None	. 30 minutes	*Human Resource Management Office – Staff* HRMO
	2.2. The HRMO reviews the correctness and veracity of the processed document	None	10 minutes	*Campus Human Resource Management Officer* HRMO
	2.3. The HRMO approves and signs the requested document	None	5 minutes	
3. The client receives the requested Daily Time Record	3. HR Staff releases the requested document	None	5 minutes	*Human Resource Management Office – Staff* HRMO
	Total:	**None**	**55 minutes**	

4. Request for Certificate of Employment with Compensation

-Indication of the first day of service, position and designation, and salary of the employee concerned

Office or Division:	Administrative /HR
Classification:	(Simple)
Type of Transaction:	(G2C – Government to Citizen)
Who may Avail:	Faculty and Administrative Personnel
Checklist of Requirements	**Where to Secure**
Request Form (1 Copy)	HR Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client secures the request form and fills out the information needed	1. The HR Staff receives the request form for proper action	None	5 minutes	*Human Resource Management Office – Staff* HRMO
2. The client waits for the requested document to be released	2.1. The HR staff processes the requested document	None	. 30 minutes	*Human Resource Management Office – Staff* HRMO
	2.2. The HRMO reviews the correctness and veracity of the processed document	None	10 minutes	*Campus Human Resource Management Officer* HRMO
	2.3. The HRMO approves and signs the requested document	None	5 minutes	
3. The client receives the Certificate of Employment and Compensation	3. HR Staff releases the requested document	None	5 minutes	*Human Resource Management Office – Staff* HRMO
	Total:	**None**	**55 minutes**	

LIBRARY OFFICE

1. CIRCULATION – BORROWING OF LIBRARY MATERIALS

Lending of library materials

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients
Checklist of Requirements	**Where to Secure**
Library Identification Card	Library – Circulation Service

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Searches the library material using the Web-Open Public Access Catalog (OPAC) and jots down its corresponding Call Number	1. Assists the client in locating the library material	None	2 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
2. Presents the library material together with the Library Identification Card to the Librarian	2. Checks out the library material to the name of the client and prints two (2) copies of transaction receipt utilizing the Library Automated System	None	5 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
3. Receives the library material and the original transaction receipt; signs the duplicate copy to be submitted back to the library staff	3. Issues the library material together with the original copy of the transaction receipt and files the duly signed duplicate copy of the transaction receipt	None	2 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge*

				University Library
	Total:	**None**	**9 minutes**	

2. CIRCULATION – RETURNING OF LIBRARY MATERIALS

Returning of borrowed library material

Office or Division:	Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients
Checklist of Requirements	**Where to Secure**
Library Identification Card	Library – Circulation Services
Transaction Receipt	
Payment Order Form (If overdue)	
Official Receipt (if overdue)	Cashier

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents the borrowed library material to the Librarian	1. Inspects and checks in the library material utilizing the Library Automated System.	None	2 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
2. Waits for the result of the verification process; If overdue, proceeds to the Cashier's office to pay for the overdue	2. Receives payment and Issues Official Receipts. Verifies the due date of the borrowed library material. If overdue, prints the	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge*

fine/penalty	Payment Order Form and instructs the client to pay the overdue fine/penalty to the Cashier			University Library
3. Presents the Official Receipt of payment from the cashier's office	3. Receives OR payment; Records the OR number on the Payment Order Form for filing	None	1 minute	*Cashier's Office Staff* Cashier's Office
4. Receives the official receipt	Clears the overdue penalty from the Automated System and files the Payment Order Form	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
	Total:	**None**	**5 minutes**	

3. INTER-LIBRARY LOAN SERVICES

Accommodating clients coming from other schools or institutions through referrals.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	External Clients
Checklist of Requirements	**Where to Secure**
Any valid Identification Card	Issuing agency
Referral Letter	Referring Institution

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents the Referral Letter and Identification Card to the Librarian	1. Receives and files the Referral Letter to its corresponding folder	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
2. Fills out the Inter-Library Loan Services Log Sheet	2. Assists the client in searching information needs	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
	Total:	**None**	**2 minutes**	

4. INTERNET/E-LIBRARY SERVICES

Utilizing the available resources in the E-Library section.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients
Checklist of Requirements	**Where to Secure**
Library Identification Card	Library – Circulation Services

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Surrenders the Library Identification Card to the Internet Section In-Charge	1. Logs the "time in" utilizing the E-Library Attendance Monitoring System and assigns a Computer Terminal Number for the client	None	1 minute	*E-Library Services In-charge* University Library
2. Upon Exit: the client affirms the Computer Terminal Number to the E-Library In-Charge	2. Logs the "time out" of the client utilizing the E-Library Attendance Monitoring System and returns the school ID/Library Identification Card	None	1 minute	*E-Library Services In-charge* University Library
	Total:	**None**	**2 minutes**	

OFFICE OF THE STUDENT DEVELOPMENT AND WELFARE

1. UNIVERSITY BASED SCHOLARSHIP (GRADUATE SCHOOL, COLLEGE OF LAW, COLLEGE OF MEDICINE)

This procedure is aimed at facilitating student application for University Based scholarship

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students in the Graduate School, College of Law and College of Medicine
Checklist of Requirements	**Where to Secure**
Duly accomplished Scholar Data Form (1 copy)	CSU/OSDW – Scholarship -in-charge
Photocopy of Enrolment/Assessment form (1 copy)	CSU/Registrar's Office
Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy)	CSU/Records Office/HR Office
Photocopy of School ID	CSU/IMC Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Signs in the Visitor's/ Client Logbook and Applies for Scholarship	1.1. Determines the scholarship being applied for 1.2. Gives the applicant the Scholar Data Form 1.3. Advises the applicant of the documentary requirements	None	5 minutes	*OSDW Staff* OSDW Office
2.Fills out the Scholar Data Form and Submits the duly accomplished Scholar Data Form	2.1. Receives the documentary requirements 2.2. Checks completeness/ correctness of documents submitted 2.3. Evaluates scholarship application	None	15 minutes	*OSDW Staff* OSDW Office
3. Seeks approval of the OSDW Director	3. Approves/ Disapproves scholarship application	None	10 minutes	*OSDW Director* OSDW Office
4. Presents the original copy of Enrolment/ Assessment Form	4. Stamps the original Enrolment/ Assessment with the approved scholarship grant	None	1 minutes	*OSDW Director* OSDW Office
	Total:	**None**	**31 minutes**	

2. UNIVERSITY BASED SCHOLARSHIP (UNDERGRADUATE FINANCIAL INCENTIVE PROGRAM)

This procedure is aimed at facilitating student application for university based scholarship (Financial Incentive Program)

Office or Division:		Office of Student Development and Welfare		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students in the Undergraduate programs		
Checklist of Requirements		**Where to Secure**		
Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW – Scholarship -in-charge		
Photocopy of Senior High School Card for first year students/ Latest Certification of grades for higher year levels (1 copy)		DEPED/Secondary School - Principal's Office CSU/Registrar's Office		
Photocopy of Excellence Award Certificate (first year students only) (1 copy)		DEPED/Secondary School - Principal's Office		
Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Photocopy of School ID (1 copy)		CSU/IMC Office		
Photocopy of PWD ID (for PWD applicants only) (1 copy)		DSWD		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Signs in the Visitor's/ Client Logbook and Applies for Scholarship	1.1. Determines the scholarship being applied for 1.2. Gives the applicant the Scholar Data Form 1.3. Advises the applicant of the documentary requirements	None	5 minutes	*OSDW Staff* OSDW Office
2. Fills out the Scholar Data Form and Submits the duly accomplished Scholar Data Form	2.1. Receives the documentary requirements 2.2. Checks completeness/ correctness of documents submitted 2.3. Evaluates scholarship application	None	15 Minutes	*OSDW Staff* OSDW Office

3. Facilitates the processing of the scholarship	3.1. Encodes the name of the student in the Master list	None	2 minutes	*OSDW Staff* OSDW Office
	3.2. Prepares Payroll and Voucher	None	3 working days	*OSDW Staff* OSDW Office
	3.3. Certifies the correctness of the payroll and signs the voucher	None	5 minutes	*OSDW Director / OSDW Coordinator* OSDW Office
	3.4. Forwards the payroll, voucher and documentary requirements to the Budget Office for Obligation	None	5 minutes	*OSDW Staff* OSDW Office
	Total:	**None**	**3 days and 32 minutes**	

3. PRIVATE BASED AND GOVERNMENT BASED SCHOLARSHIP

This procedure is aimed at facilitating student application for private and government-based scholarship.

Office or Division:	Office of Student Development and Welfare
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Duly accomplished Scholar Data Form (1 copy)	CSU/OSDW – Scholarship -in-charge
Photocopy of Senior High School Card for first year students/ Latest Certification of grades for higher year levels (1 copy)	DEPED/Secondary School - Principal's Office CSU/Registrar's Office
Notice of Award or Certification from the Scholarship Provider/ Master list provided by the scholarship provider	CHED/Scholarship Provider
Photocopy of Assessment/Enrolment Form for the current semester (1 copy)	CSU/Registrar's Office
Doc. 5 Photocopy of School ID (1 copy)	CSU/IMC Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook and Presents Notice of Award/Certification from the scholarship provider/ Inclusion in the List of scholars provided by the scholarship provider	1.1. Checks Notice/ Award/ Certification from the scholarship provider presented or verify name if included in the List of Scholars provided by the scholarship provider.	None	10 minutes	*OSDW Staff* OSDW Office
	1.2. Gives the applicant the Scholar Data Form			
	1.3. Advises the applicant of the documentary requirements			
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form	2.1. Receives the documentary requirements	None	20 Minutes	*OSDW Staff* OSDW Office
	2.2. Reviews documents submitted			
	2.3. Prepares Payroll and Voucher	None	3 days	*OSDW Staff* OSDW Office

	2.4. Certifies the correctness of the payroll and signs the voucher	None	10 minutes	*OSDW Director/Campus Coordinator* OSDW Office
	2.5. Forwards the payroll, voucher and documentary requirements to the budget Office for Obligation	None	10 minutes	*OSDW Staff* OSDW Office
	Total:	**None**	**3 days and 50 minutes**	

4. STUDENT ASSISTANTSHIP

This procedure is aimed at facilitating student application for student assistantship which provides opportunities for students to work during their vacant time.

Office or Division:	Office of Student Development and Welfare
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Doc. 1 - Duly accomplished Student Assistantship Application Form (1 copy)	CSU/OSDW – Student Assistantship -in charge
Doc. 2 - Photocopy of Assessment/Enrolment Form for the current semester (1 copy)	CSU/Registrar's Office
Doc. 3 - Final Schedule of Classes (1 certified copy)	College Dean/ Department Chair/ Program Coordinator
Req. 1 - 2x2 ID Picture	Applicant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Student signs in the Client/ Visitor's Logbook and applies for Student Assistants ship	1.1. Gives the student application form for student assistantship	None	5 minutes	*OSDW Staff* OSDW Office
	1.2. Advises the student of the documentary requirements			
2. Fills out the Student Assistantship Application form and submits the duly accomplished application form together with the	2.1 Receives the documentary requirements	None	15 minutes	*OSDW Staff* OSDW Office
	2.2. Reviews documents submitted			
	2.3. Screens the application of the student as to the Class Schedule			
	2.4. Schedules the interview			
3. Presents himself/ herself for interview	3.1. Conducts interview	None	10 minutes	*OSDW Staff* OSDW Office
	3.2. Prepares the final list of Student Assistants	None	1 day	*OSDW Staff* OSDW Office

	3.3. Endorses to the VPAA for recommendation to the President/ or directly to Campus Executive Officer for the approval of their applications	None	10 minutes	*OSDW Director/ Campus Coordinator* OSDW Office
	3.4. President/ Campus Executive Officer approves the List	None	1 day	*University President/CEO* Office of the President/Office of the Campus Executive Officer
	3.5. Once approved, prepares Special Order/Office Order for signature of the President/CEO			
4. Receives copy of Special Order	4.1. Gives copies of Special Order/Office Order to qualified students as well as to the concerned offices	None	1 day	*OSDW Staff* OSDW Office
	4.2. Informs students on the schedule of orientation			
5. Attends Orientation of student assistants	5.1. Conducts orientation of student assistants	None	1 day	*OSDW Director/Coordinator and OSDW Staff* OSDW Office
	5.2. Deploys students to their respective office assignment			
	Total:	**None**	**4 days and 40 minutes**	

5. ACCREDITATION AND RE-ACCREDITATION OF STUDENT ORGANIZATION

This procedure is aimed to ensure that all student organizations comply with the requirements necessary for accreditation/re-accreditation and that all student organizations are given or issued a certificate of accreditation.

Office or Division:	Office of Student Development and Welfare
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Student Organizations for accreditation or re-accreditation
Checklist of Requirements	**Where to Secure**
A. For Accreditation	
Request letter addressed to the Campus Executive Officer duly endorsed by the Office of Student Development and Welfare (Pro Forma Form) (1 copy)	CSU/OSDW
A copy of Constitution and by – laws (1 copy)	CSU/Student Organization Office
List of officers and members of the organization (Pro Forma Form) (1 copy)	CSU/OSDW
Request letter and acceptance of advisers (Pro Forma Form) (1 copy)	CSU/OSDW
Directory of Officers and Members (Pro Forma Form) (1 copy)	CSU/OSDW
General Action Plan for the School Year (Pro Forma Form) (1 copy)	CSU/OSDW
B. For Re-accreditation	
Request letter addressed to the Campus Executive Officer duly endorsed by the Office of Student Development and Welfare (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
A copy of Constitution and by – laws (if amended) (1 copy)	CSU/Student Organization Office
Request letter and acceptance of advisers (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
Updated Directory of Officers and Members (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
General Action Plan for the School Year (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
Accomplishment Reports ((Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office

Financial Reports prepared by the financial secretary, checked by the auditor, noted by the president and the adviser/s and further noted by the College Dean (Pro Forma Form) (1 copy)		CSU/OSDW/Student Organization Office		
Inventory of Supplies and Equipment (1 copy)		CSU/Student Organization office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Monitors the schedule of accreditation/ re-accreditation	1. Posts schedule of accreditation/ reaccreditation of student organizations	None	30 Minutes	*OSDW Staff* OSDW Office
2. Signs in the Client/ Visitor's Logbook, applies for accreditation/ reaccreditation and submits documentary requirements	2.1. Receives the documentary requirements	None	1 hour	*OSDW Staff* OSDW Office
	2.2. Checks completeness/ correctness of documents submitted			
	2.3. Evaluates the application			
3. Seeks recommendation and approval of application	3.1. Recommends to the Campus Executive Officer the approval of application (Campus Level)	None	2 days	*OSDW Campus Coordinator* OSDW Office
	3.2. Forwards the List of Accredited Organization to the Director of OSDW			
	3.3. Prepares the Certificate of Accreditation	None	1 day	*OSDW Staff* OSDW Office
	3.4. Signs the Certificate of Accreditation	None	1 day	*OSDW Director* OSDW Office
	3.5. Forwards to the Office of the Vice President for Academics for recommendation to the Office of the President for approval and signing of the Certificates of Accreditation	None	10 minutes	*OSDW Staff* OSDW Office

	3.6. The VPAA and the President sign the Certificate of Accreditation	None	2 days	*VPAA and University President* OVPAA Office/President's Office
4. Receives Certificate of Accreditation	4. Distributes the Certificate of Accreditation to concerned Student Organization officers	None	1 day	*OSDW Staff* OSDW Office
	Total:	**None**	**7 days, 2 hours and 10 minutes**	

6. APPLICATION FOR THE SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS OR RA 9547

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This procedure is aimed at facilitating the application of interested students who may avail of SPES.

Office or Division:	Office of Student Development and Welfare
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Certificate of Enrollment/ Indigence/ Employment (DOLE Pro Forma Forms) (1 copy)	DOLE/CSU-OSDW
SPES Application Form (DOLE Pro Forma Forms) (1 copy)	DOLE/CSU-OSDW
SPES oath of Undertaking (DOLE Pro Forma Forms) 1 (copy)	DOLE/CSU-OSDW
SPES Contract (DOLE Pro Forma Forms) (1 copy)	DOLE/CSU-OSDW
Photocopy of Enrolment/Assessment Form (1 copy)	CSU/Registrar's Office
Photocopy of School ID (1 copy)	CSU/IMC Office
Photocopy of Birth Certificate (1 copy)	PSA
Latest Certification of Grades (1 copy)	CSU/Registrar's Office
Student Assistantship Form (1 copy)	CSU/OSDW
1 x 1 ID picture of the student applicant (1 copy)	Applicant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplish the preliminary Forms	1.1. Accomplishes Pledge of Commitment and certification as to the availability of funds	None	1 day	*OSDW Staff* OSDW Office
	1.2. The Budget officer and the University President signs the pledge of commitment and certification of the availability of funds	None	1 day	*University Budget Officer/ Campus Budget Officer* Budget Office *University President/CEO* Office of the President/ Office of

				the CEO
	1.3. Submits the Pledge of Commitment and the Certification of Availability of Funds and coordinates with DOLE RO2	None	3 hours	*OSDW Staff* OSDW Office
2. Monitors the announcement for Special Program for Employment of Students	2. Create Publication materials and post/inform students of the opening of the SPES Program of DOLE	None	1 hour	*OSDW Staff* OSDW Office
3. Signs in the Client/Visitor's Logbook, applies at the OSDW and fills-out student assistantship application form	3.1 Distributes student assistantship application form	None	10 minutes	*OSDW Director/ Coordinator* OSDW Office
	3.2 Schedules interview			
4. Presents himself/herself for interview	4.1. Conducts interview	None	30 minutes	*OSDW Staff* OSDW Office
	4.2. Evaluates the application of the students			
5. Accomplishes DOLE Forms and secures documentary requirements	5.1 Distributes DOLE Forms to qualified student applicants and list of other requirements	P 5.50 (GSIS Insurance fee)	15 minutes	*OSDW Staff* OSDW Office
	5.2. Sets deadline of submission of requirements			
6. Submits duly accomplished forms and other documentary requirements	6.1. Receives forms and documentary requirements of the applicants	None	30 minutes	*OSDW Staff* OSDW Office
	6.2.Checks completeness/ correctness of forms and documents submitted			

	6.3 Prepares Placement Report to be signed by the OSDW Director/ Coordinator and the University President/CEO	None	1 day	*OSDW Staff* OSDW Office
	6.4. Recommends to the President through the VPAA/CEO those who are qualified to be recipients of the DOLE –SPES Program	None	10 minutes	*OSDW Director/OSDW Campus Coordinator* OSDW Office
	6.5. Signs the Placement Report	None	1 day	*University President/CEO* University President's Office/ Office of the CEO
	6.6. Releases Special Order	None	1 day	*University President/CEO* University President's Office/ Office of the CEO
7. Receives copy of Special Order	7.1. Gives copies of Special Order to concerned Offices and to students qualified as SPES recipient	None	1 day	*OSDW Staff* OSDW Office
	7.2. Submits to the DOLE RO2 Placement Report, and Documentary Requirements of the beneficiaries	None	1 day	*OSDW Staff* OSDW Office
	Total:	**P 5.50**	**7 days 5 hours and 45 minutes**	

7. APPROVAL OF CONDUCT OF STUDENT ACTIVITIES (CAMPUS LEVEL)

This procedure is aimed to ensure that all student activities are properly coordinated and approved by authorities.

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Student Organizations
Checklist of Requirements	**Where to Secure**
Request Letter (1 copy)	CSU/Student Organization Office
Activity Proposal/ Plan (1 copy)	CSU/Student Organization Office
Budget plan if it entails expenses (1 copy)	CSU/Student Organization Office
Letter of Commitment from the Adviser addressed to CEO	CSU/Student Organization Office
Parent's consent if the activity is held off-campus.	Student Organization Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Signs in the Clients/Visitors Logbook and presents letter request	1. Reviews the request for previous details (noted by the student organization adviser and endorsed by the Dean) and attachments	None	5 minutes	*OSDW Staff* OSDW Office
2. Seeks endorsement of the OSDW Coordinator to the Campus Executive Officer for	2.1. Evaluates the request	None	1 day	*OSDW Campus Coordinator* OSDW Office
	2.2. Conducts short interview			
	2.3. Signs the recommending approval			
	2.4. Records the activity			
3. Student Retrieves their communication	3. Student will retrieve their communication for other signatories	None	5 minutes	*Student representative*
4. Seeks approval of Campus Executive Officer	4. Approves/ Disapproves the conduct of the activity	None	1 day	*CEO* Office of the CEO
	Total:	**None**	**2 days and 10 minutes**	

8. APPROVAL OF CONDUCT OF STUDENT ACTIVITIES (UNIVERSITY LEVEL)

This procedure is aimed to ensure that all student activities are properly coordinated and approved by authorities.

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Student Organizations
Checklist of Requirements	**Where to Secure**
Request Letter (1 copy)	CSU/Student Organization Office
Activity Proposal/ Plan (1 copy)	CSU/Student Organization Office
Budget plan if it entails expenses (1 copy)	CSU/Student Organization Office
Letter of Commitment from the Adviser addressed to President	CSU/Student Organization Office
Parent's consent if the activity is held off-campus.	Student Organization Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Signs in the Clients/Visitors Logbook and Presents letter request	1. Reviews the request for previous details (signed by the head of the organization, noted by the adviser, to be endorsed by the OSDW Director, recommending approval of VPAA and approval of the President) and attachments	None	5 minutes	*OSDW Staff* OSDW Office
2. Seeks endorsement of the OSDW Director	2.1. Evaluates the request	None	1 day	*OSDW Director* OSDW Office
	2.2. Conducts short interview			
	2.3. Signs the recommending approval			
	2.4. Records the activity			
3.Seeks recommendation of VPAA	3. Recommends to the University President the conduct of the activity	None	10 minutes	*Vice President for Academic Affairs* VPAA Office
4. Seeks approval of	4. Approves/	None	1 day	*University President*

University President	Disapproves the conduct of the activity			Office of the President
	Total:	**None**	**2 days and 15 minutes**	

9. SIGNING OF STUDENT CLEARANCE

This procedure is aimed to ensure that all students are cleared from money and other accountabilities before securing credentials.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Student Clearance (1 copy)		CSU/Registrar's Office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Signs in the Clients/Visitors Logbook and presents duly filled-out Student Clearance Form	1.1. Receives student clearance Form 1.2.Checks for the completeness of information in the Student Clearance Form 1.3. Endorses to the OSDW Director/ OSDW Coordinator for signature	None	5 minutes	*OSDW Staff* OSDW Office
2. Seeks the signature of the OSDW Director/OSDW Coordinator	2.1. Conducts short interview 2.2.Signs the clearance	None	5 minutes	*OSDW Director/ Campus Coordinator* OSDW Office
	Total:	**None**	**10 minutes**	

10. REQUEST AND ISSUANCE OF CERTIFICATION OF GOOD MORAL CHARACTER

This procedure is aimed to ensure to promptly issue certification of good moral character to students and graduates.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students and Graduates		
Checklist of Requirements		**Where to Secure**		
Good Moral Request Form (1 copy)		OSDW		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Signs in the Clients/Visitors Logbook	1. Applicant signs logbook	None	3 minutes	*OSDW Staff* OSDW Office
2. Gives the request form for Certification of Good Moral	2. Gives Request Form to the applicant and instructs how to fill-out the form	None	2 minutes	*OSDW Coordinator* *OSDW Staff* OSDW Office
3. Secure signature of the College Dean	3. Applicant must present the Request Form to the Dean of his/her college for his/her signature	None	5 minutes	*College Dean* Office of the College Dean
4. Payment in the Cashier	4. Instructs the applicant to secure payment at the Cashier's Office depending on the number of copies requested	Php 30.00 per copy	5 minutes	*Cashier* Cashier's Officer
5. Processing of the Certificate of Good Moral	5.1. Receives the accomplished request Form with the official receipt	None	3 minutes	*OSDW Staff* OSDW Office
	5.2. Checks the files on disciplinary cases	None	2 minutes	*OSDW Staff* OSDW Office
	5.3. Draft and Prints the certification of good moral character	None	5 minutes	*OSDW Staff* OSDW Office
	5.4. Signs Certificate of Good Moral	None	1 minute	*OSDW Director/ Campus Coordinator* OSDW Office
	5.5. Issues Certification	None	1 minute	*OSDW Campus Coordinator/ OSDW Staff* OSDW Office

6. Stamping of the Official Seal	6. Directs the applicant to the Registrar's Office for the stamping of the Official Seal in the issued certificate	None	5 minutes	*Registrar Staff* Registrar Office
Total:		**Php 30.00 per copy**	**32 minutes**	

11. ISSUANCE OF CERTIFICATIONS ON SCHOLARSHIP, LEADERSHIP, JOURNALISM, AND ADVISORSHIP

This procedure is aimed to issue certifications to students and other stakeholders as requested.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students, Graduates, Faculty Members, Parents		
Checklist of Requirements		**Where to Secure**		
Request Form (1 copy)		CSU/OSDW		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Signs in the Clients/Visitors Logbook and fills-out request Form	1.1. Checks records 1.2.Prepares certification 1.3. Endorses to the OSDW Director/ OSDW Campus Coordinator for signature	None	5 minutes	*OSDW Staff* OSDW Office
2. Seeks the signature of the OSDW Director/OSDW Coordinator	2. Signs the clearance	None	5 minutes	*OSDW Director/ Campus Coordinator* OSDW Office
	Total:	**None**	**10 minutes**	

12. STUDENT PUBLICATION EDITORIAL BOARD SCREENING

This procedure is aimed to ensure that qualified student writers are selected in the Editorial Board.

Office or Division:	Office of Student Development and Welfare
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Aspiring student journalists/writers
Checklist of Requirements	**Where to Secure**
Editorial Board Application Form (1 copy)	CSU/OSDW
Photocopy of Assessment/Enrolment Form (1 copy)	CSU/Registrar's Office
Photocopy of Senior High School Card for first year students/Latest certification of grades for higher year levels (1 copy)	DEPED/Secondary School/Principal's Office CSU/Registrar's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Monitors the posting of announcement for the selection Student Publication Editorial Board.	1.1. Sends communications to the different college deans on the schedule of the Student Publication Editorial Board Screening	None	1 day	*OSDW Coordinator/ OSDW Staff* OSDW Office
	1.2. Posts announcements on the schedule for the selection of Student Publication editorial board.			
2. Accomplishes Editorial Board application form	2.1. Creates Screening Committee and request for Office order from the Campus Executive Officer	None	2 days	*OSDW Coordinator* *OSDW Staff* OSDW Office
	2.2. Distributes application form for the screening			
	2.3. Schedules the Screening			
3. Takes the screening procedures	3.1. Conducts the Screening	None	4 days	*Screening Committee*
	3.2. Interviews applicants/check			

	written exams			
	3.3. Submits Result of the Screening of the Student Publication Editorial Board			
	3.4. Endorses the result of Screening to the Office of the Campus Executive Officer for the preparation of Office Order	None	20 minutes	*OSDW Campus Coordinator* OSDW Office
	3.5. Releases Office Order on the Composition of the Student Publication Editorial Board	None	1 day	*CEO* *Office of the CEO*
4. Receives Office Order	4. Distributes copy of Office Order to qualified Editorial Board Staff	None	1 day	*OSDW Staff* OSDW Office
	Total:	**None**	**9 days and 20 minutes**	

13. APPLICATION OF EMPLOYEES' GRANT

This procedure is aimed at facilitating student application for Employees' Grant.

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Children of CSU Employees/Regular CSU Employees enrolled in the Graduate School, College of Law and College of Medicine
Checklist of Requirements	**Where to Secure**
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)	CSU/OSDW
Doc. 2 - Photocopy of Enrolment/Assessment form (1 copy)	CSU /Registrar's Office
Doc. 3 - Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy – for new applicants)	CSU /Records Office/Human Resource Office
Doc. 4 - Photocopy of School ID	CSU/IMC Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook	1. Gives the Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	*OSDW Director/ Coordinator /OSDW Staff* OSDW Office
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness /correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	*OSDW Director/ Coordinator /OSDW Staff* OSDW Office
3. Presents the original copy of Enrolment/ Assessment Form	3.1. Stamps the original copy of Enrolment/ Assessment Form with OSDW facsimile	None	3 minutes	*OSDW Director/ Coordinator /OSDW Staff* OSDW Office
	3.2. Files the Scholar Data Form and the documentary requirements	None	2 minutes	*OSDW Director/ Coordinator /OSDW Staff* OSDW Office
	Total:	**None**	**25 minutes**	

14. RELEASE OF INTERNALLY FUNDED GRANTS (FINANCIAL INCENTIVE PROGRAM)

This procedure facilitates the release of financial assistance of students for the Financial Incentive Program (Academic Grant, PWD Incentive, USCF Grant, Campus Publication Grant, Athletic Grant)

Office or Division:	Office of Student Development and Welfare
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)	CSU/OSDW
Doc. 2 - Latest Certification of grades with GWA (1 copy)	CSU/Registrar's Office
Doc. 3 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)	CSU/Registrar's Office
Doc. 4 - Photocopy of School ID (1 copy)	CSU/IMC Office/Registrar's Office
Doc. 5 - Photocopy of PWD ID (for PWD applicants only) (1 copy)	DSWD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Signs in the Visitor's/ Client Logbook	1. Determines the Financial Incentive Program applied for, gives Scholar Data Form and provides checklist of the documentary requirements	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW Office
2.Fills out the Scholar Data Forms and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness/ correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	*OSDW Coordinator/ OSDW Staff* OSDW Office
3.Waits until the financial documentary requirements have been processed	3.1. Prepares Payroll and Disbursement Voucher	None	4 days	*OSDW Staff* OSDW Office
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	*OSDW Coordinator* OSDW Office
	3.3. Forwards payroll, disbursement voucher, and the documentary	None	10 minutes	*OSDW Staff* OSDW Office

	requirements of students to the Budget Office			
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	1 hour	*Budget Office Staff* Budget Office
	3.5. Receives the Obligation Request	None	5 minutes	*OSDW Staff* OSDW Office
	3.6. Signs the Obligation Request	None	5 minutes	*OSDW Campus Coordinator* OSDW Office
	3.7. Forwards the signed Obligation Request to the Budget Office	None	10 minutes	*OSDW Staff* OSDW Office
4.Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through either text messages, messenger or online posting in the OSDW FB page	None	1 hour	*OSDW Director/ Campus Coordinator/ OSDW Staff* OSDW Office
	Total:	**None**	**4 days 3 hours**	

15. PROCESSING OF FINANCIAL ASSISTANCE FOR EXTERNALLY FUNDED GRANTS (TES, TDP, PRIVATE SCHOLARSHIP/GRANT)

This procedure facilitates the release of financial assistance to grantees of externally funded grants.

Office or Division:	Campus Office of Student Development and Welfare
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Doc. 1 Photocopy of Senior High School Card for first year students/Latest Certification of grades for 2nd to 4th year students (1 copy)	DEPED/Secondary School - Principal's Office CSU/Registrar's Office
Doc. 2 Photocopy of Assessment/Enrolment Form for the current semester (1 copy)	CSU/Registrar's Office
Doc. 3 Colored Photocopy of School ID (1 copy)	CSU/IMC Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor's Logbook	1. Checks the name of the student from the Master list provided by the scholarship provider and provides checklist of the documentary requirements	None	10 minutes	*OSDW* *Coordinator/ OSDW Staff* OSDW Office
2. Submits documentary requirements	2. Receives and checks the completeness/ correctness of documents submitted	None	15 minutes	*OSDW* *Coordinator/ OSDW Staff* OSDW Office
3. Waits until the financial documentary requirements have been processed	3.1. Prepares Disbursement voucher per grantee	None	4 days	*OSDW Staff* OSDW Office
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	*OSDW* *Coordinator*

				OSDW Office
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW Officer
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	1 hour	*Budget Office Staff* Budget Office
	3.5. Receives the Obligation Request	None	5 minutes	*OSDW Staff* OSDW Office
	3.6. Signs the Obligation Request	None	5 minutes	*OSDW Campus Coordinator* OSDW Office
	3.7. Forwards the signed Obligation Request to the Budget Office	None	10 minutes	*OSDW Staff* OSDW Officer
4.Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	1 hour	*OSDW Director/ Campus Coordinator/ OSDW Staff* OSDW Office
	Total	**None**	**4 days and 3 hours**	

16. CLAIMS FROM THE STUDENT MUTUAL AID FUND PROGRAM (SMAFP)

This procedure is aimed at facilitating the release of financial benefits from the student mutual aid fund.

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Currently enrolled students
Checklist of Requirements	**Where to Secure**
Doc. 1 - Student Mutual Aid Fund Form (1 copy)	OSDW
Doc. 2 - Photocopy of Enrolment/Assessment Form (1 copy)	CSU-Registrar's Office
Doc. 3 - Incident Report/Medical Abstract (for Medical assistance) 1 (copy)	PNP/Hospital
Doc. 4 - Medical certificate (1 copy)	Hospital/Clinic
Doc. 5 - Official receipts (for Medical assistance)	
Doc. 6 - Death Certificate (for death claim) (1 copy)	PSA
Doc. 7 - Photocopy of Birth Certificate (for death claim) (1 copy)	PSA
Doc. 8 - Marriage Certificate (if deceased student is married) (1 copy)	PSA
Doc. 9 - Special Power of Attorney of the legal guardian of the deceased student (1 copy)	Legal Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor's Logbook and submits accomplished SMAP form and supporting documents for the claim	1. Receives and checks the completeness/ correctness of the accomplished SMAP Form and documents submitted	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW Office
2. Waits until the financial documentary requirements have been processed	2.1. Facilitates the affixing of signature of the campus officials in the SMAP Form	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW Office
	2.2. Submits the accomplished SMAP Form at OSDW Central for processing	None	5 minutes	*OSDW Coordinator/ OSDW Staff* OSDW Office
	2.3. Signs the	None	2 minutes	*OSDW*

	SMAP Form			*Director / OSDW Staff*
	2.4. Forwards the SMAP Form to the University Clinic for assessment and signature	None	5 minutes	OSDW Office
	2.5. Gets the signed SMAP form from the University Clinic	None	5 minutes	*OSDW Staff* OSDW Office
	2.6. Forwards the SMAP Form to the Office of the Director of Finance for signature	None	5 minutes	*OSDW Staff* OSDW Office
	2.7. Gets the signed SMAP form from the Office of the Director for Finance	None	5 minutes	*OSDW Staff* OSDW Office
	2.8. Forwards the SMAP Form to the Office of the University President for signature	None	5 minutes	*OSDW Staff* OSDW Office
	2.9. Gets the signed SMAP form from the Office of the President	None	5 minutes	*OSDW Staff* OSDW Office
	2.10. Prepares the disbursement voucher	None	5 minutes	*OSDW Staff* OSDW Office
	2.11. Signs the disbursement voucher	None	2 minutes	*OSDW Director* OSDW Office
3. Waits for the final notice from the OSDW regarding the release of medical assistance/ death claim.	3. Informs OSDW Coordinator/ claimant/ guardian on the availability of check through text messages, messenger, or home visitation	None	20 minutes	*OSDW Staff* OSDW Office
	Total:	**None**	**1 hour and 21 minutes**	

REGISTRAR'S OFFICE

1. ENROLLMENT OF FRESHMEN

Enrollment of first-year (freshmen) students is the official process of admitting new students into the University. The process ensures that students meet the necessary academic and administrative requirements before officially starting their studies.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Incoming First year students/ Freshmen
Checklist of Requirements	**Where to Secure**
College Admission Test (CAT) result -original copy	Admission Office Cagayan State University
PSA Birth certificate- original or authenticated copy	Philippine Statistics Authority
Form 138/ Senior High school Card - original copy	Senior High School last attended/ graduated from
Certificate of Good Moral Character - original copy	
Student Profile form with 2 copies of 2x2 I.D. picture (taken within the last 6 months) - original copy	Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf
Advising form - original copy	Admitting College/ Department Cagayan State University
Marriage certificate (for married applicants only) - original or authenticated copy	Philippine Statistics Authority
Long brown envelope	Any office supply store

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Pre-register at portal.csu.edu.ph using the admission account credentials issued during College Admission Test application (online)	1. Verifies the application status on the portal and the advising form endorsed by the College department.	None	1 minute	*Records Custodian* Registrar's Office
2. IF already ADVISED (in the	2. Issues a queue number	None	1 minute	*Queueing & Information Staff*

portal) and interviewed by the admitting college, Secure a queue number at the Registrar's queueing window no. 08	and instructs the client to proceed to the assigned window			Registrar's Office
3. Submit the complete enrollment requirements	3.1 Reviews the submitted documents 3.2 Registers the student's record, and confirms pre-enrollment in the system.	None	10 minutes	*Records Custodian* Registrar's Office
4.a IF OPT-IN: Proceed to the Accounting Office for the issuance of Assessment	4.a Validates enrollment and issues Assessment document stamped with "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting Staff* Accounting Office
4.b IF OPT OUT: Proceed to the Accounting Office for the issuance of Assessment	4.b Prints and issues the Assessment document	None	1 minute	*Accounting Staff* Accounting Office
5. Pay the Enrollment fee at the Cashier's Office (for Op-Out)	5. Issues an official receipt	Minimum down-payment of Enrollment Fee: Php500.00	5 minutes	*Cashier Staff* Cashier's Office
6. Present the Assessment and Official Receipt at the Accounting Office for validation (for Opt-Out)	6. Validates enrollment and stamps the Assessment as "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting staff* Accounting Office
	Total:	**If opt-out: Minimum down-payment of Enrollment Fee: Php500.00**	**Opt-in:16mins; Opt-out:24mins**	

2. ENROLLMENT OF CONTINUING STUDENTS

The process by which students who are previously enrolled in the University, register for and officially continue their studies in subsequent academic semester.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Old students
Checklist of Requirements	**Where to Secure**
Advising form - original copy	College / Department Cagayan State University

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Registers on the Online Portal at portal.csu.edu.ph (online)	1. Verifies the application status of continuing students on the portal and the advising form endorsed by the College department.	None	1 minute	*Records Custodian* Registrar's Office
2. Checks pre-registration status in the online portal. (online)	2. Confirms enrollment and generates the subject courses to be enrolled in the System.	None	5 minutes	*Records Custodian* Registrar's Office
3.a IF OPT-IN: Proceed to the Accounting Office for the issuance of Assessment	3.a. Validates enrollment and issues Assessment document stamped with "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting Staff* Accounting Office
4.b IF OPT OUT: Proceed to the Accounting Office for the issuance of Assessment	4. Prints and issues the Assessment document	None	2 minutes	*Accounting Staff* Accounting Office
5. Pay the Enrollment fee at the Cashier's Office (for Op-Out)	5. Issues an Official Receipt	Minimum down-payment of Enrollment Fee: Php500.00	5 minutes	*Cashier Staff* Cashier's Office
6. Present the Assessment and Official Receipt at the Accounting	6. Validates enrollment and stamps the Assessment as	None	4 minutes	*Accounting staff* Accounting Office

Office for validation (for Opt-Out)	"OFFICIALLY ENROLLED".			
	Total:	**Minimum down-payment of Enrollment Fee: Php500.00**	**Opt-in:10mins; Opt-out:17mins**	

3. ENROLLMENT OF TRANSFEREE

The process by which students transfer from one educational institution to Cagayan State University to continue their studies. It includes submitting transfer credentials, crediting of subjects, undergoing evaluation, and completing enrollment requirements.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Transferees
Checklist of Requirements	**Where to Secure**
Admission Test Result Certificate - original copy	Admission Office Cagayan State University
PSA Birth Certificate – original or authenticated copy	Philippine Statistics Authority
Marriage Certificate (if married) - original or authenticated copy	
Official Transcript of Records - original copy	College school last attended
Certificate of Good Moral Character - original copy	
Student Profile Sheet with 2 copies of 2x2 I.D. picture (taken within the last 6 months) - original copy	Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf
Advising form - original copy	Admitting College/ Department Cagayan State University
Transfer Credit Form - original copy	
Honorable Dismissal (HD) w/ Certificate of grades from the school of origin - original copy	College school last attended
Long brown envelope	Any office supply store

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Register on the Online Portal at myportal.csu.edu.ph using the enrollment code issued in the CSU-CAT result portal (Online)	1. Verifies the status of application	None	1 minute	*Records Custodian* Registrar's Office

2. IF already ADVISED (in the portal) and interviewed by the admitting College, Secure a queue number at the Registrar's queueing window no. 08	2. Issues a queue number and instructs the client to proceed to the assigned window	None	1 minute	*Queueing & Information Staff* Registrar's Office
3. Submit the complete enrollment requirements	3.1 Reviews the submitted documents 3.2 Registers the student's record, and confirms pre-enrollment in the system. 3.3 Registers the credited subjects and grades earned and completed	None	15 minutes	*Records Custodian* Registrar's Office
4.a IF OPT-IN: Proceed to the Accounting Office for the issuance of Assessment	4.a Validates enrollment and issues Assessment document stamped with "OFFICIALLY ENROLLED".	None	5 minutes	*Accounting Staff* Accounting Office
4.b IF OPT OUT: Proceed to the Accounting Office for the issuance of Assessment	4.b Prints and issues the Assessment document	None	2 minutes	*Accounting Staff* Accounting Office
5. Pay the Enrollment fee at the Cashier's Office (for Op-Out)	5. Issues an Official Receipt	Minimum down-payment of Enrollment Fee: Php500.00	5 minutes	*Cashier Staff* Cashier's Office
6. Present the Assessment and Official Receipt at the Accounting Office for validation (for Opt-Out)	6.1 Validates enrollment and stamps the Assessment as "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting staff* Accounting Office

	Total:	**Minimum down-payment of Enrollment Fee: Php500.00**	**Opt-in:22mins; Opt-out:28mins**	

4. ENROLLMENT OF POST-BACCALAUREATE

Refers to the process of enrolling and admitting students who have already completed a bachelor's degree and are seeking for further studies at the post-baccalaureate level.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Post-baccalaureate applicants
Checklist of Requirements	**Where to Secure**
Undergraduate's Official Transcript of Records (for Master's applicant) - original copy	School graduated from
Master's Official Transcript of Records (for Doctorate applicant)- original copy	School graduated from
PSA Birth Certificate – original or authenticated copy	Philippine Statistics Authority
Student Profile Sheet with 2 copies of 2x2 I.D. picture (taken within the last 6 months) - original copy	Graduate School Department Cagayan State University
Advising form - original copy	
Marriage certificate (for married applicants only) – original or authenticated copy	Philippine Statistic Authority
Brown envelope	Any office supply store

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. IF already ADVISED, Secure a queue number at the Registrar's queueing window no. 08	1. Issues a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Submit the complete enrollment requirements	2.1 Reviews the submitted documents 2.2 Registers the student's record, and confirms pre-enrollment in the system.	None	10 minutes	*Records Custodian* Registrar's Office
3. Proceed to the Accounting Office	3. Prints and issues the	None	2 minutes	*Accounting Staff* Accounting Office

for the issuance of Assessment	Assessment document			
4. Pay the Enrollment fee at the Cashier's Office	4. Issues an Official Receipt	Minimum down-payment of Enrollment Fee: Php1,000.00	5 minutes	*Cashier Staff* Cashier's Office
5. Present the Assessment and Official Receipt at the Accounting Office for validation	5. Validates enrollment and stamps the Assessment as "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting staff* Accounting Office
	Total:	**Minimum down-payment of Enrollment Fee: Php1,000.00**	**22 minutes**	

5. FIRST ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Refers to the initial release or provision of an official document that contains a comprehensive record of a student's academic achievements and coursework completed. This document serves as an official record of a student's academic performance, including completed courses, grades, and graduation details.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Accomplished Terminal Clearance	
Form 137 - original copy	Senior High School last attended/ graduated from
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	
Official Receipt	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Provides the Document request form	None	2 minutes	*Queueing & Information Staff* Registrar's Office
2. Pay the OTR fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	Php50.00 per page	5 minutes	*Cashier's staff* Cashier's Office
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
4. Proceed to the assigned window and submit the complete requirements	4.1 Verifies the submitted requirements 4.2 Prints and prepares the OTR 4.3 Signs the OTR	None	15 minutes	*Records Custodian* *Registrar* Registrar's Office

5. Receive the Official Transcript of Records (OTR) and sign the record logbook	5. Releases the OTR with dry seal	None	3 minutes	*Records Custodian* Registrar's Office
	Total:	**Php50.00 per page**	**28 minutes**	

6. RE-ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Refers the process of issuing a second or duplicate copy of an official document containing a student's academic record after graduation. This document serves as an official record of a student's academic performance, including completed courses, grades, and graduation details.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1.1 Provides the Document request form	None	2 minutes	*Queueing & Information Staff* Registrar's Office
2. Pay the OTR fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	Php100.00 per page	5 minutes	*Cashier's staff* Cashier's Office
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
4. Proceed to the assigned window and submit the complete requirements	4.1 Verifies the submitted requirements 4.2 Prints and prepares the OTR 4.3 Signs the OTR	None	10 minutes	*Records Custodian* *Registrar* Registrar's Office

5. Receive the Official Transcript of Records (OTR) and sign the record logbook	5. Releases the OTR with dry seal	None	3 minutes	*Records Custodian* Registrar's Office
	Total:	**Php100.00 per page**	**21 minutes**	

7. ISSUANCE OF CERTIFICATION

Procedures for the issuance of Certificate of Grades, Certificate of Enrollment, Certificate of Enrollment and Billing, Certificate of Graduation, Certificate of Latin Honor, Certificate of Class Ranking, Certificate of General Weighted Average, and Certificate of Authenticity (for Graduate School only).

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduates / Students
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Provides the Document request form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the Certification fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	Certifications: Php30.00 (for certification of Grades, and Enrollment) Php120.00 (for certification of Latin Honor, Class Ranking, GWA, Authenticity of documents and graduation)	5 minutes	*Cashier's staff* Cashier's Office
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office

4. Proceed to the assigned window and submit the complete requirements	4.1 Verifies the submitted requirements 4.2 Prints and prepares the Certificate 4.3 Signs the Certificate	None	5 minutes	*Registrar's Certification and Verification In-charge* *Registrar* Registrar's Office
5. Receive the Certificate and sign the record logbook	5. Releases the Certificate with dry seal		2 minutes	*Registrar's Certification and Verification In-charge* Registrar's Office
	Total:	**Grades – Php30.00; Enrollment – Php30.00; Graduation – Php120.00; Latin Honor – Php120.00; Class Ranking – Php120.00; Authenticity of documents – Php120.00; GWA – Php120.00;**	**14 minutes**	

8. ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERIFICATION (CAV)

The process of confirming the authenticity, accuracy, and completeness of a student's academic records and credentials. This document is commonly required by Department of Foreign Affairs (DFA) for overseas travel and/or employment of the Graduates.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Original and photocopy of TOR and Diploma	Cagayan State University
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Provides the Document request form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the CAV fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	Php160.00 (CAV) Php80.00 per page of OTR and Diploma for authentication	5 minutes	*Cashier's Staff Cashier's Office*
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Registrar's Certification and Verification In-charge* Registrar's Office
4. Submit the complete Requirements	4.1 Verifies the submitted requirements 4.2 Prepares, prints and signs the CAV	None	15 minutes	*Certification and Verification-In-charge Registrar* Registrar's Office

	4.3 Authenticates the photocopied Diploma and OTR.			
5. Receive the sealed CAV envelope and sign the record logbook	5. Releases the requested certification w/ duly authenticated documents in a sealed envelope.	None	1 minute	
	Total:	**Php160.00 (CAV)** **Php80.00 per page of OTR and Diploma for Authentication**	**23 minutes**	

9. RE-ISSUANCE OF DIPLOMA

Refers to the process of issuing a duplicate copy of the diploma that has been previously awarded to a student. This may be necessary if the original diploma is lost, damaged, or requires updates or corrections.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Notarized Affidavit of Loss – original copy	Notary Public
Official Receipt	Cashier's Office
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Issues Document Request Form		2 minutes	*Queueing & Information Staff* Registrar's Office
2. Pay the Diploma fee at the Cashier's Office.	2. Processes payment and issue an Official Receipt	Php300.00	5 minutes	*Cashier Staff* Cashier's Office
3. Submit the requirements at the Registrar's Office	3.1 Verifies the requirements submitted 3.2 Instructs client on the scheduled date of release of Diploma	None	5 minutes	*Diploma-In-charge* Registrar's Office
4. Receives claim stab.	4.1 Issues claim stab 4.2 Prepares and prints the Diploma	None	6 working days	*Diploma-In-charge* Registrar's Office

	4.3 Signs the Diploma			*University President* *Campus Executive Officer* *University Registrar* University Officials
5. Return to Registrar's office on the scheduled date of issuance of Diploma	5. Contacts the client via Email and/or Cellular number on the availability of the Diploma			*Diploma-In-charge* Registrar's Office
6. Client receive the requested diploma and sign in the record logbook	6. Releases the duplicate copy of Diploma.	None	2 minutes	*Diploma In-charge* Registrar's Office
	Total:	**Php300.00**	**6 days and 14 minutes**	

10. ADDING/CANCELLING/DROPPING OF SUBJECTS

Subjects may be added, canceled, or dropped within one (1) week from the first day of classes, subject to the approval of the College Dean.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Adding/Dropping/Cancelling form (ADC)	Registrar's Office
Official Receipt	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure a queue number at the Registrar's office – Window 08	1.Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Submit the accomplished adding, cancelling and dropping of subject's form and present the official Receipt.	2.1. Receives and verifies the document 2.2 Approves and Signs the form 2.3 Updates the subject/s to be added, cancelled or dropped in the system of the current semester 2.4 Prints updated assessment document	None	10 minutes	*Records Custodian* *Registrar* Registrar's Office
3. Receive the approved request form with the updated Assessment and sign in the record logbook.	3. Releases the approve duplicate copy of the form	None	3 minutes	*Records Custodian* Registrar's Office
	Total:	**None**	**14 minutes**	

11. RECTIFICATION OF GRADES

The process of correcting or adjusting grade/s that have been recorded incorrectly in a student's academic records. Rectification of grade is valid only if the faculty has erroneously entered a grade on the grading sheet or made an error in its computation. Dropped or failed subjects will not be rectified.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Government		
Who may Avail:		College Professor/Instructor/Dean		
Checklist of Requirements		**Where to Secure**		
Request letter for rectifying a grade by the instructor (duly signed and approved by the Dean) with attached updated grade sheet		Instructor/Professor		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Submit the rectification letter	1.1 Registrar Approves the Request 1.2 Records Custodian updates the grade in the system	None	10 minutes	*Registrar* *Grades Custodian* Registrar's Office
2. Sign in the record logbook.	2. Provides a receiving copy of the approved letter		1 minute	*Grades Custodian* Registrar's Office
	Total:	**None**	**11 minutes**	

12. COMPLETION OF INCOMPLETE GRADES

Refers to the process of resolving and finalizing subject/s with grade/s that have been marked as "incomplete" for a particular student. An "incomplete" grade is shall be completed within a period of one (1) year immediately following the semester the incomplete grade is obtained.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Completion Form - 3 original copies	Registrar's Office
Official Receipt	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Pay the completion of grades fee at the Cashier's office	1. Provides the queueing window number and instructs the client to proceed to the Cashier's office for payment.	Php20.00	5 minutes	*Cashier Staff* *Cashier's Office*
2. Secure a queue number at the Registrar's Office window 08	2. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
3. Proceed to the assigned window and submit the accomplished and approved completion form	3.1 Verifies the submitted Completion form 3.2 Approves and signs the Completion form 3.2 Updates the grade/s to be completed in the system	None	10 minutes	*Grades Custodian* *Registrar* Registrar's Office
4. Receive the duplicate copies of the approved completion form and sign in the record logbook	4.1 Releases the approved completion form 4.2 Instructs the client to submit 1 copy to the College Dean	None	1 minute	*Grades Custodian* Registrar's Office

	Total:	**Php20.00 (per incomplete grades)**	**17 minutes**	

13. DROPPING OF STUDENTS FROM A COURSE

The process of withdrawing or discontinuing enrollment in all subject courses for a specific academic semester. A student may be allowed to drop from a course before the conduct of the Preliminary examination within the enrolled semester.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Drop-out form – 4 original copies		Registrar's Office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Secures queue number at the Registrar's office.	1. Provides the queue window number	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Submit the accomplished and approved dropping-out form.	2.1 Reviews, approves and signs all 3 copies of the dropping out form. 2.2 Updates the academic records of the student in the system.	None	12 minutes	*Registrar* *Records Custodian* Registrar's Office
3. Receive the approved dropping form and sign in the record logbook.	3.1 Releases approved copies of the dropping out form. 3.2 Instructs client to submit 1 approved copy to the College/Department.	None	1 minute	*Records Custodian* Registrar's Office
	Total:	**None**	**14 minutes**	

14. ISSUANCE OF HONORABLE DISMISSAL (TRANSFER CREDENTIALS)

Refers to the process of providing a formal authorization to a student who is leaving or withdrawing from the University in good standing. This document, known as an "honorable dismissal," serves as official confirmation that the student has voluntarily withdrawn from the institution and is eligible to transfer to another school or pursue other educational opportunities without any negative repercussions.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Duly Accomplished Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Form 137A – original copy	Senior High School last attended
Student's Clearance – original copy	Registrar's Office
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.Secure and accomplish the Document request form (DRF);	1.Issues Document Request Form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the honorable dismissal fee at the Cashier's Office	1. Processes payment and issues an Official Receipt	Php60.00 HD with Cert. of grades Php50.00 per page of OTR	5 minutes	*Cashier's Staff* Cashier's Office
3. Request a queue number at the Registrar's office window 08	3. Provides the queue window number	None	1 minute	*Queueing & Information Staff* Registrar's Office

4. Submit the complete requirements	4.1 Verifies and reviews academic record of the student in the system 4.2 Prepares the Transfer Credentials, inclusive of: a. Honorable Dismissal (HD) with return slip b. Certification of Grades 4.3 Registrar signs Honorable Dismissal and certificate of Grades.	None	15 minutes	*Transferee* *Custodian* *Registrar* Registrar's Office
5. Receive Transfer Credentials and sign in the record log book.	5. Releases the Transfer Credentials and Certificate of Grades.	None	2 minutes	*Registrar's* *Transferee* *Custodian* Registrar's Office
	Total:	**Php60.00 HD with Cert. of grades** **Php50.00 per page of OTR**	**26 minutes**	

15. AUTHENTICATION OF TRANSCRIPT OF RECORDS AND DIPLOMA

A formal verification process to ensure the validity and authenticity of the academic documents. The photocopies of credentials, such as the OTR and diploma, will be authenticated as certified true copies.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduates
Checklist of Requirements	**Where to Secure**
Duly Accomplished Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Photocopy of Transcript of Records and/or Diploma	
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form	1. Issues Document Request Form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the Authentication Fee at the Cashier's Office	2. Processes payment and issues an Official Receipt	Php80.00 per page	5 minutes	*Cashier's Staff* Cashier's Office
3. Secure a queue number at the Registrar's office, window 08	3. Provides the queue window number	None	1 minute	*Queueing & Information Staff* Registrar's Office
4. Submit the accomplished DRF and the photocopied credentials for authentication	4.1. Verifies the documents 4.2 Authenticates and signs the photocopied TOR and/or Diploma.	None	8 minutes	*Certification and Verification In-charge* Registrar's Office

5. Receive the authenticated copy of the credentials and sign in the record logbook	5. Releases the authenticated credentials	None	1 minute	*Certification and Verification In-charge* Registrar's Office
	Total:	**Php80.00 per page**	**16 minutes**	

SUPPLY OFFICE

1. ACQUISITION OF SUPPLIES, MATERIALS AND EQUIPMENT

The process of obtaining or procuring the necessary resources, whether goods or services or infrastructure to meet an organization's needs

Office or Division:	Campus Supply Office
Classification:	Simple
Type of Transaction:	Government to Business Entity, G2G - Government to Government
Who may Avail:	Faculty and Administrative Personnel
Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Abstract of Quotation	Bids and Awards Committee
Doc. 3 – Purchase Order	Supply Office
Doc. 4 – Inspection and Acceptance Report	Supply Office
Doc. 5 – Pre Repair Inspection	ICT equipment - MIS Office Car Supplies & Maintenance - Auxiliary Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for PR control numbers	1.1 Receives approved purchase request signed by the Campus Executive Officer	None	2 minutes	*Supply officer, Admin Aide* Supply Office
	1.2 Provides PR control numbers and logs the purchase request	None	3 minutes	*Supply officer, Admin Aide* Supply Office
	1.3 Forwards the PR to the Budget Office after having seen to the completeness of the required documents	None	5 minutes	*Supply Officer*, *Admin Aide* Supply Office
2. Submit the signed Abstract of quotation, earmarked and approved purchase request	2.1 Receives and reviews the signed abstract of quotation. earmarked and approved purchase request.	None	10 minutes	*Supply Officer, Admin Aide* Supply Office
	2.2 Prepares Purchase Order or Job Order provides control numbers and logs the purchase order	None	45 minutes	*Supply Officer, Admin Aide* Supply Office
	2.3 Forwards the PO or Job Order to the Office of the President	None	15 minutes	*Supply Officer, Admin Aide* Supply Office

	2.4 Receives approved job order or purchase order from the Accounting Office	None	5 minutes	*Supply Officer* Supply Office
	2.5 Serves approved job order or purchase order to suppliers	None	60 minutes	*Supply Officer* Supply Office
	2.6 Receives delivery of supplies, materials, equipment from suppliers	None	15 minutes	*Supply Officer* Supply Office
	2.7 Request for inspection and acceptance from the end-users and inspection officer	None	15 minutes	*Supply Officer, Inspection Officer* Supply Office
3. Receives supplies/ materials/ equipment	3.1 Issues supplies/materials/ equipment to end-users	None	15 minutes	*Supply Officer, Admin Aide* Supply Office
	3.2 Prepares disbursement vouchers due to suppliers	None	20 minutes	*Supply Officer, Admin Aide* Supply Office
	3.3 Forwards disbursement vouchers to Accounting Office	None	10 minutes	*Supply Officer, Admin Aide* Supply Office
	Total:	**None**	**3 hours and 40 minutes**	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Clients may complete our Feedback Form or Complaint Form available in the frontline offices and put it in the drop box at the place near the Feedback and Complaint Form of the Office
How is the feedback processed	1. For every transaction, clients will be provided with a Feedback and Complaints Form to express their concerns, complaints, or suggestions. Clients are encouraged to complete the form and submit it after their transaction is finished. 2. The designated CSM Focal Person will collect the completed Feedback and Complaints Forms from clients, and the collected forms will be processed, consolidated, and documented. 3. The Campus CSM Focal Person will then submit the consolidated report to the University ARTA Office for official filing and any necessary action.
How to file a complaint	Complaints may be made through the complaint form available in the frontline offices and put in the drop box at the place near the Feedback and Complaint Form of the Office
How are the complaints processed	Complaints are verified and an immediate solution/s shall be offered and executed.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph, 0928-690-4080 • 0969-257-7242 • 1-2782 local 1040 - 1049 PCC: 8888 CCB: email@contactcenterngbayan.gov.ph, 0908-881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Accounting Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	accounting.andrews@csu.edu.ph
Bids and Award Committee	CSU Andrews Campus, Caritan Sur, Tuguegarao City	bacsecretariat@csu.edu.ph
Building and Grounds Maintenance Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	gso.andrews@csu.edu.ph
Cashier's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cashier.andrews@csu.edu.ph
Clinic	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cliniccsuandrews@gmail.com
College of Allied Health Sciences	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cahs.andrews@csu.edu.ph
College of Business, Entrepreneurship, and Accountancy	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cbea.andrews@csu.edu.ph
College of Hospitality Management	CSU Andrews Campus, Caritan Sur, Tuguegarao City	chm.andrews@csu.edu.ph
College of Teacher Education	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cteduniv@csu.edu.ph
Graduate School	CSU Andrews Campus, Caritan Sur, Tuguegarao City	gradschool.andrews@csu.edu.ph 377-2762
Guidance and Counseling Center	CSU Andrews Campus, Caritan Sur, Tuguegarao City	guidanceandrews@csu.edu.ph
Human Resource Management Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	hrmo.andrews@csu.edu.ph
Library Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	csulibrary@csu.edu.ph
Office of Student Development and Welfare	CSU Andrews Campus, Caritan Sur, Tuguegarao City	osdw.andrews@csu.edu.ph
Registrar's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-0099 loc. 1001 registrar@csu.edu.ph
Supply Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	supply.andrews@csu.edu.ph