

Guidance and Counseling Services
SIGNING OF STUDENT'S CLEARANCE

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: Students

Requirement/s: Clearance Form

Processing Time: 7 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the guidance staff of the purpose of his/her visit.	Instructs the client to pay the fee at the cashiers office.	1 minute	None	Kathlyn A. Mata	None
2	Fills up the exit/terminal form.	Talks/interviews the client and signs the clearance forms.	5 minutes	None	Kathlyn A. Mata	Clearance form
3	Signs in the counselors log-book.	Assist the client in signing the log-book.	1 minute	None	Kathlyn A. Mata	Counselors/log-book
END OF TRANSACTION						

Guidance and Counseling Services
EXIT INTERVIEW

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: College Students

Requirement/s: Exit Form

Processing Time: 8 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the guidance staff of the purpose of his/her visit.	Provides and instruct the student to fill up the personal background information of the form	2 minutes	None	Kathlyn A. Mata	Exit Interview form
2	Fills up the exit/terminal form.	Conducts the interview	5 minutes	None	Kathlyn A. Mata	None
3	Signs in the counselors log-book.	Files the form	1 minute	None	Kathlyn A. Mata	Counselors/log-book
END OF TRANSACTION						

Guidance and Counseling Services

ISSUANCE OF CERTIFICATION OF GOOD MORAL CHARACTER

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: Under Graduates Students

Requirement/s: Official Receipt of Payments

Processing Time: 6 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the guidance staff of the purpose of his/her visit.	Instructs the client to pay at the cashier's office.	1 minute	None	Kathlyn A. Mata	None
2	Fills up the exit/terminal form.	Issues the Official Receipt for the payment	2 minutes	₱30.00	Kathlyn A. Mata	Official receipt
3	Signs in the counselors log-book.	Cheeks the accuracy of the data as well as prints and issues the certification.	1 minute	None	Kathlyn A. Mata	Certification of good moral character
4	Receives the certification and signs in the log book.	Assist the client signing the log book.	1 minute	None	Kathlyn A. Mata	Counselors log book
END OF TRANSACTION						

Guidance and Counseling Services
 INTAKE INTERVIEW

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: College Students/walk-in/Referred Clients

Requirement/s: Intake Interview Form

Processing Time: 47 minutes-1 Hour and 2 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the guidance staff of the purpose of his/her visit.	Endorses the client to the counselor in-charge.	1 minute	None	Kathlyn A. Mata	None
2	Undergoes the counseling session.	Conducts the counseling.	45 minutes to 1 hour	None	Kathlyn A. Mata	Intake Interview Form
3	Signs in the counselors log book.	Files the intake interview form.	1 minute	None	Kathlyn A. Mata	Guidance Counselors log book
END OF TRANSACTION						

Guidance and Counseling Services
 INITIAL INTERVIEW

Schedule of Availability of Service: July and August 8:00am – 5:00pm (Monday to Friday)
 November and December 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: First Year College and Transfer Students

Requirement/s: Initial Interview Form

Processing Time: 8 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the guidance staff of the purpose of his/her visit.	Provides/instruct/assist student to filling up the initial interview form.	2 minutes	None	Kathlyn A. Mata	Initial Interview form
2	Enters the counseling Cubicle and hands in the filled out form to the counselor for interview.	Conducts the interview.	5 minutes	None	Kathlyn A. Mata	None
3	Signs in the counselor log-book.	Files the form.	1 minute	None	Kathlyn A. Mata	Counselors log-book
END OF TRANSACTION						

Guidance and Counseling Services
 PSYCHOLOGICAL TESTING SERVICE (FOR CSU STUDENTS)

Schedule of Availability of Service: November and December 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: CSU College Students

Requirement/s: Attendance Sheet

Processing Time: 27 minutes – 2 hours and 7 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceeds to the Guidance Testing Room or designated venue for the psychological test.	Gives orientation about the purpose of the test.	2 minutes	None	Kathlyn A. Mata	None
2	Takes the Psychological Test.	Conducts the psychological test.	20 minutes to 2 hours	None	Kathlyn A. Mata	Psychological test booklets answer sheets
3	Signs in the Activity Attendance Sheet.	Facilitates the signing of the students in the attendance sheet.	5 minute	None	Kathlyn A. Mata	Attendance sheets
END OF TRANSACTION						

Guidance and Counseling Services
 ORIENTATION

Schedule of Availability of Service: June 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: First Year and Transferee Students

Requirement/s: Attendance Sheet

Processing Time: 4 hours and 3 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceeds to the Designated venue.	Ushers the students,	2 minutes	None	Kathlyn A. Mata	None
2	Participates Actively	Conducts the Orientation.	4 hours	None	Kathlyn A. Mata	None
3	Signs in the Attendance Sheet.	Files attendance sheets.	1 minute	None	Kathlyn A. Mata	Attendance sheets
END OF TRANSACTION						

Guidance and Counseling Services
 TERMINAL INTERVIEW

Schedule of Availability of Service: October 8:00am – 5:00pm (Monday to Friday)
 February and March 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: College Graduating Students

Requirement/s: Terminal Interview Form

Processing Time: 8 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the guidance staff of the purpose of his/her visit.	Provides and instructs the student to fill up the personal background information of the form.	2 minutes	None	Kathlyn A. Mata	Terminal interview form
2	Hands in the filled out form to the counselor for the interview.	Conducts the interview.	5 minutes	None	Kathlyn A. Mata	None
3	Signs in the counselor log book.	Files the form	1 minute	None	Kathlyn A. Mata	Counselors log book
END OF TRANSACTION						

Guidance and Counseling Services
 EMPLOYMENT COUNSELING AND PRC ONLINE ORIENTATION

Schedule of Availability of Service: March 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: CSU College Graduating Students (For Employment Counseling) &
 Graduating Student with Board Courses (PRC ONLINE ORIENTATION)

Requirement/s: Request Letter, Attendance Sheet, Certificates of Appreciation and Participation.

Processing Time: 4 hours and 7 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceed to the forum venue.	Usher the student to the venue	2 minutes	None	Kathlyn A. Mata	Terminal interview form
2	Participate actively in the forum.	Conducts the seminar-forum facilitates and moderates the forum.	5 minutes	None	Kathlyn A. Mata	None
3	Signs in the attendance sheets and gets his/her certificate of participation.	Distributes the certificates of participation to the student-attendees	1 minute	None	Kathlyn A. Mata	Counselors log book
END OF TRANSACTION						

Guidance and Counseling Services
 PSYCHOLOGICAL TEST INTERPRETATIO: (FOR CSU STUDENTS)

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: CSU College Students

Requirement/s: Attendance Sheet

Processing Time: 36 minutes – 1 Hour and 6 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceed to the guidance testing room or designated venue for the interpretation.	Conducts the interpretation of the test.	30 minutes – 1 Hour	None	Kathlyn A. Mata	None
2	Listen to the interpretation and clarifies concerns on the results	Address queries of students.	5 minutes	None	Kathlyn A. Mata	Answer sheets
3	Signs in the activity attendance sheets.	Facilitates the signing of the students in the attendance sheets.	1 minute	None	Kathlyn A. Mata	Attendance sheets
END OF TRANSACTION						

Guidance and Counseling Services
 PSYCHOLOGICAL TESTING (FOR OUTSIDE CLIENTS)

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: Outside Clients

Requirement/s: Agency ID., Letter of Request, Prof of Payment for the Requested Test

Processing Time: 40 minutes – 2 Hours

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Gives the letter of request to the guidance director.	Approves/ disapproves the request.	10 minutes	None	Kathlyn A. Mata	Guidance directors logbook
2	If approved, the client/s pay/s the psychological testing fee at the cashier's office.	Issues official receipt to the applicant.	5 minutes	P15/ examinee (student researchers) P30/ examinee (graduate & post graduate)	Kathlyn A. Mata	Official Reciept
3	Present the official receipt and gets the schedule for the conducts of test.	Gives the schedule and other requirements needed.	5 minutes	None	Kathlyn A. Mata	Guidance logbook
4	Takes the psychological test on the scheduled date and signs in the log book.	Administer the test.	20 minutes-2hours	None		Guidance logbook
END OF TRANSACTION						

Guidance and Counseling Services
 INDIVIDUAL INVENTORY (FOR 2ND AND 3RD YEAR STUDENTS)

Schedule of Availability of Service: November and December: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: Second and Third Year Student

Requirement/s: Individual Record Update Form

Processing Time: 15 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the Guidance Staff of the purpose of his/her visit	Issues and instructs the students on the process of filling up the form	2 minutes	None	Kathlyn A. Mata	None
2	Fill up the Form	Supervises the filling up of the form	10 minutes	None	Kathlyn A. Mata	Individual Record Update form
3	Submits the accomplishment form to any of the Guidance Staff	Checks the correctness and completeness of data/information	1 minute	None	Kathlyn A. Mata	None
4	Signs in the logbook	Files the IRF	2 minutes	None	Kathlyn A. Mata	Guidance logbook
END OF TRANSACTION						

Guidance and Counseling Services
 INDIVIDUAL INVENTORY (NEW STUDENTS)

Schedule of Availability of Service: June, July and August: 8:00am – 5:00pm (Monday to Friday)
 November and December 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: CSU Freshmen and Transfer Students

Requirement/s: Individual Record Form, 2pcs. 2x2 I.D picture,

Processing Time: 1 hour and 5 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Informs any of the Guidance Staff of the purpose of his/her visit	Issues and instructs the students on the process of filling up the form	2 minutes	None	Kathlyn A. Mata	None
2	Fill up the Individual Record Form (IRF)	Supervises the filling up of the form	1 hour	None	Kathlyn A. Mata	Individual Record Form (IRF)
3	Submits the accomplishment form to any of the Guidance Staff	Checks the correctness and completeness of data/information	1 minute	None	Kathlyn A. Mata	None
4	Signs in the logbook	Files the IRF	2 minutes	None	Kathlyn A. Mata	Guidance logbook
END OF TRANSACTION						

Guidance and Counseling Services
 REFERRAL SERVICE

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: CSU Students

Requirement/s: Referral Form

Processing Time: 49 minutes to 1 hour and 4minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Gives the referral form to the counsellor In-charge	Talks with the client/referring party about the referral	3 minutes	None	Kathlyn A. Mata	Referral Form
2	Undergoes the counseling process	Conducts the counseling	45 minutes to 1 hour	None	Kathlyn A. Mata	None
3	Signs in the Guidance Logbook	Files the referral form	1 minute	None	Kathlyn A. Mata	Guidance Logbook
END OF TRANSACTION						

Guidance and Counseling Services

PSYCHOLOGICAL TESTING (FOR ADMINISTRATORS, FACULTY AND ADMINISTRATIVE STAFF)

Schedule of Availability of Service: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: Administrators, Faculty & Administrative Staff

Requirement/s: Request Letter, Attendance Sheet

Processing Time:

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceeds to the Guidance Testing Room of designated venue for the Psychological test	Gives orientation about the purpose of the test	2 minutes	None	Kathlyn A. Mata	None
2	Takes the Psychological test	Conduct to the Psychological test	20 minutes to 2 hours	None	Kathlyn A. Mata	Psychological test Booklets, Answer sheets
3	Signs in the Activity Attendance Sheets	Facilitates the signing of the students in the attendance sheet	3 minutes	None	Kathlyn A. Mata	Attendance Sheet
END OF TRANSACTION						

Guidance and Counseling Services
 GROWTH SESSION

Schedule of Availability of Service: July, September and February: 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: College Students

Requirement/s: Guidance Activity Sheet, Attendance Sheet, and Certification of Participation

Processing Time: 1 hour and 35 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceeds to the designated Growth Session room	Ushers the students in the Session Room	2 minutes	None	Kathlyn A. Mata	None
2	Participates in the Growth Session	Conducts the Growth Session	1 hour and 30 minutes	None	Kathlyn A. Mata	Answer sheets
3	Signs in the Attendance Sheets	Distributes Certificates of Participation	3 minutes	None	Kathlyn A. Mata	Attendance sheet, and Certificate of Participation
END OF TRANSACTION						

Guidance and Counseling Services
 PSYCHOLOGICAL TESTING SERVICE (FOR CSU STUDENTS)

Schedule of Availability of Service: November and December 8:00am – 5:00pm (Monday to Friday)

Clients/Customers: CSU College Students

Requirement/s: Attendance Sheets

Processing Time: 27minutes – 2 hours and 7 minutes

Step	Client/Applicant	Service Provider	Duration of Activity	FEE	Persons Responsible	Forms
1	Proceeds to the Guidance Testing Room or designated venue for the Psychological test	Gives orientation about the purpose of the test	2 minutes	None	Kathlyn A. Mata	None
2	Takes the Psychological test	Conducts the Psychological test	20 minutes to 2 hours	None	Kathlyn A. Mata	Psychological Test Booklets, Answer sheets
3	Sign in the Activity Attendance Sheets	Facilitates the signing of the students in the Attendance Sheet	5 minutes	None	Kathlyn A. Mata	Attendance Sheets
END OF TRANSACTION						