

**LOCATION** : Administration Building  
**AVAILABILITY OF SERVICE** : 8:00 AM – 5:00 PM (Monday to Friday)  
**CLIENTS** : Primarily Students

### Guidance Services

#### CSU College Admission Test (CAT)

Schedule of Availability of Service : November-June; September-October for 2<sup>ND</sup> Semester

Clients/Customers : Incoming First Year College Students/Transferees

Requirements : School I.D., Testing Fee of Php 150.00

Processing Time : 2 hours and 8 minutes

STEPS	CLIENT/ APPLICANT	TYPES OF FRONTLINE SERVICE	FEES	PROCESSING TIME/ DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORMS
1	Requests and fills up registration form	Issues registration form	N/A	5 minutes	Ronabelle A. Ramil – Guidance Counselor	CSU CAT Registration Form
2	Pays the CAT fee at the Cashier's Office	Issues official receipt to the applicant	P 150	1 minute	Luciano Talamayan – Cashier	Official Receipt
3	Gets the schedule of examination at the Guidance Office	Gives the schedule of CAT	N/A	2 minutes	Ronabelle A. Ramil – Guidance Counselor	Guidance Logbook
4	Takes the CSU CAT	Administers the CSU CAT and announces the date of release of the CAT	N/A	2 hours and 15 minutes	Ronabelle A. Ramil – Guidance Counselor	

## Guidance Services

### Initial Interview Service

Schedule of Availability of Service : June, July, November and December

Client/Customers : First Year College and Transferees

Requirements : Initial Interview Form

Processing Time : 8 minutes

STEPS	CLIENT / APPLICANT	TYPES OF FRONTLINE SERVICE	FEES	FORMS	PROCESSING TIME/ DURATION OF ACTIVITY	PERSON RESPONSIBLE
1	Informs the Guidance Counselor of the purpose of the visit	Provides students with Initial Interview Form and instructs/assists him/her to fill up the Initial Interview Form	N/A	Initial Interview Form	2 minutes	Ronabelle A. Ramil – Guidance Counselor
2	Hands in the filled out form to the Counselor and enters the counselling cubicle for interview	Conducts the Initial Interview	N/A		5 minutes	
3	Signs in the Counselor's Logbook	Files the Form for profiling	N/A	Counselor's Logbook	1 minute	
<b>*End of Procedure*</b>						

**Guidance Services****Terminal Interview Service**

Schedule of Availability of Service : October, February and March

Client/Customers : College Graduating Students

Requirements : Terminal Interview Form

Processing Time : 8 minutes

<b>STEPS</b>	<b>CLIENT/APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME/ DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
<b>1</b>	Informs the Guidance Counselor of the purpose of the visit	Provides the students with Terminal Interview Form and instruct him/her to fill up the Personal background Information of the form	N/A	Terminal Interview Form	2 minutes	Ronabelle A. Ramil – Guidance Counselor
<b>2</b>	Hands in the form to the Counselor and enters the counselling cubicle for interview	Conducts the Terminal Interview	N/A		5 minutes	
<b>3</b>	Signs in the Counselor's Logbook	Files the form for profiling	N/A	Counselor's Logbook	1 minute	
<b>*End of Procedure*</b>						

**Guidance Services****Intake Interview (Counseling) Service**

Schedule of Availability of Service : Year Round

Client/Customers : College Students/ Walk-In Clients

Requirements : Intake Interview Form

Processing Time : 48 minutes – 1 hour and 2 minutes

<b>STEPS</b>	<b>CLIENT/APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME/ DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
<b>1</b>	Informs the Guidance Counselor of the purpose of the visit	Invites the clients inside the counselling cubicle	N/A		1 minute	Ronabelle A. Ramil – Guidance Counselor
<b>2</b>	Undergoes the Counseling Session	Conducts the Intake Interview (Counseling Session)	N/A	Intake Interview Form	45 minutes to 1 hour	
<b>3</b>	Signs in the Guidance Director/s Logbook	Files the Intake Interview Form for profiling	N/A	Guidance Director's/ Counselors Logbook	1 minute	
<b>*End of Procedure*</b>						

**Guidance Services**  
**Growth Session Service**

Schedule of Availability of Service : July, September and February

Client/Customers : College Students

Requirements : Guidance Activity Attendance Sheet, Certificates of Participation

Processing Time : 1 hour and 35 minutes

<b>STEPS</b>	<b>CLIENT/APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME/ DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
<b>1</b>	Proceeds to the designated Growth Session Room	Usher the students in the Session Room	N/A		2 minutes	Ronabelle A. Ramil – Guidance Counselor
<b>2</b>	Participate in the Growth Session	Conducts the Group Growth Session	N/A	Activity Sheets	1 hour and 30 minutes	
<b>3</b>	Signs in the Attendance Sheet	Distributes Certificate of Participation	N/A	Attendance Sheet, Certificate of Participation	3 minutes	

**Guidance Services****Psychological Testing (for CSU students)**

Schedule of Availability of Service : November - December

Client/Customers : CSU College Students

Requirements : School I.D.

Processing Time : 27 minutes – 2 hours and 7 minutes

<b>STEPS</b>	<b>CLIENT/APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME/ DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
<b>1</b>	Proceeds to the Guidance Testing Room or designated for the Psychological test	Gives orientation about the purpose of the test	N/A		2 minutes	Ronabelle A. Ramil – Guidance Counselor
<b>2</b>	Takes the Psychological Test	Conducts the Psychological Test	N/A	Psychological Test Booklets, Answer Sheets	20 minutes to 2 hours	
<b>3</b>	Signs in the Activity Attendance Sheet	Facilitates the signing of the students in the attendance sheet	N/A	Attendance Sheet	5 minutes	Ronabelle A. Ramil – Guidance Counselor
<b>*End of Procedure*</b>						

**Guidance Services  
Referral Service**

Schedule of Availability of Service : Year Round  
 Client/Customers : CSU Students  
 Requirements : Referral Form, Request Letter  
 Processing Time : 50 minutes to 1 hour and 40 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	FEES	FORMS	PROCESSING TIME/ DURATION OF ACTIVITY	PERSON RESPONSIBLE
1	Gives the Letter or fills out the Referral Form and hands in to the Guidance Center/Office	Talks with the client about the referral/request	N/A	Referral Form	3 minutes	Ronabelle A. Ramil – Guidance Counselor
2	Undergoes the counselling process	Conducts the counselling	N/A		45 minutes to 1 hour	
3	Signs in the Guidance Logbook	Asks the client to sign in the logbook and files the referral form	N/A	Guidance Counselor's Logbook	1 minute	
<b>*End of Procedure*</b>						

## Guidance Services

### Individual Inventory Service

Schedule of Availability of Service : June, July, August, November and December

Client/Customers : Freshmen and Transferees

Requirements : Individual Record Form, 2x2 I.D. Picture

Processing Time : 1 hour and 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	FEE S	FORMS	PROCESSING TIME/ DURATION OF ACTIVITY	PERSON RESPONSIBLE
1	Informs the Guidance Staff present at the Guidance Office of his/her purpose of the visit	Issues an Individual Record Form (IRF) to the student and instructs the student on how to fill out the form	N/A	IRF	2 minutes	Ronabelle A. Ramil – Guidance Counselor
2	Fills out the IRF	Supervises the student in filling out of the Form	N/A		1 hour	
3	Submits the accomplished form to the Guidance Counselor	Asks the client to sign in the logbook and files the referral form	N/A	IRF	1 minute	
4	The student signs in the Logbook	The Guidance Counselor tells the student to sign in the logbook Files IRF	N/A	Guidance Logbook	2 minutes	
<b>*End of Procedure*</b>						



**Guidance Services****Employment Counseling and PRC Online Orientation**

Schedule of Availability of Service : March

Client/Customers : CSU College Graduating Students (for employment counselling) and Graduating Students with Board Courses (for PRC Online Orientation)

Requirements : Request Letter, Attendance Sheet, Certificates of Appreciation and Participation

Processing Time : 4 hours and 7 minutes

<b>STEPS</b>	<b>CLIENT/ APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME/ DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
<b>1</b>	Proceeds to the forum venue	Ushers the students to enter the forum	N/A		5 minutes	Ronabelle A. Ramil – Guidance Counselor
<b>2</b>	Actively participates in the forum	Conducts the Seminar-Forum Facilitates the conduct of the forum	N/A		4 hours	
<b>3</b>	Signs in the Attendance Sheet and gets their Certificate of Participation	Distributes the certificates of participation to the student-attendees	N/A	Attendance Sheet	2 minutes	
<b>*End of Procedure*</b>						

**Guidance Services****Requests for Certification of Good Moral Character**

Schedule of Availability of Service : Year Round

Client/Customers : Undergraduate and Graduate CSU students

Requirements : Official Receipt of Payments

Processing Time : 6 minutes

<b>STEPS</b>	<b>CLIENT/ APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME/ DURATION OF ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>
<b>1</b>	Informs the guidance counsellor of the purpose of the visit	Instructs the client to pay the certification fee at the cashier's office	N/A		1 minute	Ronabelle A. Ramil – Guidance Counselor
<b>2</b>	Pays the Certification fee at the Cashier's Office	Issues the Official Receipt for the payment	Php 30.00	Official receipt	2 minutes	Luciano Talamayan – Cashier
<b>3</b>	Gives the official receipt to the Guidance Counselor	Checks for accuracy of data, prints and issues the Certification	N/A	Certification of Good Moral Character	1 minute	Ronabelle A. Ramil – Guidance Counselor
<b>4</b>	Receives the Certification and Signs in the Logbook	Assists the client in signing the logbook	N/A		1 minute	
<b>*End of Procedure*</b>						

Prepared by:

**RONABELLE A. RAMIL**  
Campus Guidance Counselor

Noted by:

**DOLORES C. QUEBRAL**  
Campus Executive Officer