

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 2ND 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 | |
| *End of Procedure* | | | | | | |

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

| 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 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 |
| 2 | Hands in the form to the Counselor and enters the counselling cubicle for interview | Conducts the Terminal Interview | N/A | | 5 minutes | |
| 3 | Signs in the Counselor's Logbook | Files the form for profiling | N/A | Counselor's Logbook | 1 minute | |

End of Procedure

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

| 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 | Invites the clients inside the counselling cubicle | N/A | | 1 minute | Ronabelle A. Ramil – Guidance Counselor |
| 2 | Undergoes the Counseling Session | Conducts the Intake Interview (Counseling Session) | N/A | Intake Interview Form | 45 minutes to 1 hour | |
| 3 | Signs in the Guidance Director/s Logbook | Files the Intake Interview Form for profiling | N/A | Guidance Director's/ Counselors Logbook | 1 minute | |
| *End of Procedure* | | | | | | |

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

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | FEES | FORMS | PROCESSING TIME/ DURATION OF ACTIVITY | PERSON RESPONSIBLE |
|--------------|--|--|-------------|--|--|---|
| 1 | Proceeds to the designated Growth Session Room | Usher the students in the Session Room | N/A | | 2 minutes | Ronabelle A. Ramil – Guidance Counselor |
| 2 | Participate in the Growth Session | Conducts the Group Growth Session | N/A | Activity Sheets | 1 hour and 30 minutes | |
| 3 | 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

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | FEES | FORMS | PROCESSING TIME/ DURATION OF ACTIVITY | PERSON RESPONSIBLE |
|---------------------------|--|---|-------------|--|--|---|
| 1 | 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 |
| 2 | Takes the Psychological Test | Conducts the Psychological Test | N/A | Psychological Test Booklets, Answer Sheets | 20 minutes to 2 hours | |
| 3 | 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 |
| *End of Procedure* | | | | | | |

**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 | |
| *End of Procedure* | | | | | | |

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 | |
| *End of Procedure* | | | | | | |

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

| STEPS | CLIENT/ APPLICANT | TYPES OF FRONTLINE SERVICE | FEES | FORMS | PROCESSING TIME/ DURATION OF ACTIVITY | PERSON RESPONSIBLE |
|---------------------------|---|--|------|------------------|--|---|
| 1 | Proceeds to the forum venue | Ushers the students to enter the forum | N/A | | 5 minutes | Ronabelle A. Ramil – Guidance Counselor |
| 2 | Actively participates in the forum | Conducts the Seminar-Forum Facilitates the conduct of the forum | N/A | | 4 hours | |
| 3 | 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 | |
| *End of Procedure* | | | | | | |

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

| STEPS | CLIENT/ APPLICANT | TYPES OF FRONTLINE SERVICE | FEES | FORMS | PROCESSING TIME/ DURATION OF ACTIVITY | PERSON RESPONSIBLE |
|---------------------------|---|---|-------------|---------------------------------------|--|---|
| 1 | 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 |
| 2 | 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 |
| 3 | 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 |
| 4 | Receives the Certification and Signs in the Logbook | Assists the client in signing the logbook | N/A | | 1 minute | |
| *End of Procedure* | | | | | | |

Prepared by:

RONABELLE A. RAMIL
Campus Guidance Counselor

Noted by:

DOLORES C. QUEBRAL
Campus Executive Officer