



GUIDANCE AND COUNSELLING SERVICES

INDIVIDUAL INVENTORY (NEW STUDENTS)

Schedule of Availability of Service June, July and August: 7:00 am – 4:00 pm (Monday to Friday)
 November and December: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: CSU Freshman and Transfer Students

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

Processing Time: 1 hour and 5 minute

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Fills up the Individual Record Form (IRF)	Supervises the filling up of the form	1 hour	None	Leinard Bangayan	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	Leinard Bangayan	None
4	Signs in the Log book	Files the IRF	2 minutes	None	Leinard Bangayan	Guidance Log Book
End of Procedure						





INDIVIDUAL INVENTORY (FOR SECOND AND THIRD YEAR STUDENTS)

Schedule of Availability of Service November and December: 7:00 am – 4:00 pm (Monday to Friday)
 Clients/Customers: Second and Third year Students
 Requirements: Individual Record Update Form
 Processing Time: 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Fills up the Individual Record Form	Supervises the filling up of the form	10 minutes	None	Leinard Bangayan	Individual Record Form
3	Submits the accomplishment form to any of the Guidance Staff	Checks the correctness and completeness of data/information	1 minute	None	Leinard Bangayan	None
4	Signs in the Log book	Files the IRF	2 minutes	None	Leinard Bangayan	Guidance Log Book
End of Procedure						



INDIVIDUAL INVENTORY (FOR SECOND AND THIRD YEAR STUDENTS)

Schedule of Availability of Service November and December: 7:00 am – 4:00 pm (Monday to Friday)
 Clients/Customers: Second and Third year Students
 Requirements: Individual Record Update Form
 Processing Time: 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Fills up the Individual Record Form	Supervises the filling up of the form	10 minutes	None	Leinard Bangayan	Individual Record Form
3	Submits the accomplishment form to any of the Guidance Staff	Checks the correctness and completeness of data/information	1 minute	None	Leinard Bangayan	None
4	Signs in the Log book	Files the IRF	2 minutes	None	Leinard Bangayan	Guidance Log Book
End of Procedure						





SIGNING OF STUDENTS CLEARANCE

Schedule of Availability of Service 7:00 am – 4:00 pm (Monday to Friday)

Clients/Customers: Students

Requirements: Clearance Form

Processing Time: 7 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Fills up the exit/terminal form	Talks/interviews the client signs the clearance form	5 minutes	None	Leinard Bangayan	Clearance Form
3	Signs in the Counselor's Logbook	Assists the client in signing the logbook	1 minute	None	Leinard Bangayan	Counselor's logbook
End of Procedure						





EMPLOYMENT COUNSELING AND PRC ONLINE ORIENTATION

Schedule of Availability of Service

March: 7:00 am – 4:00 pm (Monday to Friday)

Clients/Customers:

CSU College Graduating Students (for Employment Counseling) & 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	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Fills up the Individual Record Form (IRF)	Supervises the filling up of the form	1 hour	None	Leinard Bangayan	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	Leinard Bangayan	None
4	Signs in the Log book	Files the IRF	2 minutes	None	Leinard Bangayan	Guidance Log Book
End of Procedure						





EXIT INTERVIEW

Schedule of Availability of Service 7:00 am – 4:00 pm (Monday to Friday)
 Clients/Customers: College Students
 Requirements: Exit Form
 Processing Time: 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	Exit Interview Form
2	Enters the counselling cubicle and hands in the filled out form to the Counselor for Interview	Conducts the Interview	5 minutes	None	Leinard Bangayan	None
3	Signs in the Counselor's logbook	Files the form	1 minute	None	Leinard Bangayan	Counselor's logbook
End of Procedure						





EVALUATION SERVICE

Schedule of Availability of Service: 7:00 am – 4:00 pm (Monday - Friday)

Clients/Customers: College Students

Requirement/s: Evaluation Form

Processing Time: 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Assesses the activity conducted	Issues the evaluation form	1 minutes	None	Leinard Bangayan	Evaluation Form
2	Fills up the form	Supervises the filling up of the form	5 minutes	None	Leinard Bangayan	None
3	Submits the accomplished form to any of the Guidance Staff	Checks the correctness and completeness of the filled up forms	1 minute	None	Leinard Bangayan	None
4	Sign in the logbook	Files evaluation	1 minute	None	Leinard Bangayan	None
End of Procedure						





COLLEGE APTITUDE TESTING (CAT)

Schedule of Availability of Service: November – June 7:00 am – 4:00 pm (Monday - Friday)
 September to October 8:00 am – 5:00 pm (Monday - Friday)

Clients/Customers: Incoming First Year College Students/Transfer students

Requirement/s: Pencil, Testing Fee Receipt of ₱150.00

Processing Time: 2 hours and 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Secures and fills up registration form	Issues registration form	5 – minute	None	Leinard Bangayan	CSU CAT Registration Form
2	Pays the CAT fee at the Cashiers Office	Issues official receipt to the applicant	1 – minute	None	Leinard Bangayan	Official Receipt
3	Gets the schedule of examination at the Guidance Office	Gives the schedule of CAT	2 – minute	None	Leinard Bangayan	Guidance Logbook
4	Takes the CSU CAT	Administers the CSU CAT and announces the release of the result	2 hours	None	Leinard Bangayan	CSU CAT Booklet, Answer Sheet

End of Procedure





PSYCHOLOGICAL TESTING (FOR OUTSIDE CLIENTS)

Schedule of Availability of Service: 7:00 am – 4:00 pm (Monday - Friday)
 Clients/Customers: Outside Clients
 Requirement/s: Agency I.D., Letter of Request, Proof of Payment for the Requested Test
 Processing Time: 40 minutes – 2 hours

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Gives the Letter of Request to the Guidance Director	Approves/Disapproves the request	10 – minute	None	Febe Marl Paat	Guidance Director's logbook
2	If approved, the client/s pays the Psychological Testing Fee at the Cashier's Office	Issues official receipt to the applicant	5 – minute	P15/examinee (Student researchers) P30/examinee (graduate & post graduate)	Myra Duldulao	Official Receipt
3	Presents the Official Receipt and gets the schedule for the conduct of test	Give the schedule and other requirements needed	5 – minute	None	Leinard Bangayan	Guidance Logbook
4	Takes the psychological test on the scheduled date and signs in the logbook.	Administers the test	20 minutes - 2 hours	None	Leinard Bangayan	Guidance Logbook
End of Procedure						



ORIENTATION

Schedule of Availability of Service: June 7:00 am – 4:00 pm (Monday - Friday)
Clients/Customers: First year and Transferee Students
Requirement/s: Attendance Sheet
Processing Time: 40 hours – 3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Proceeds to the designated Venue	Provides/instructs/assists students in the filling up the Initial Interview Form	2 – minute	None	Ma. Vanesa Agabin Leinard Bangayan	None
2	Participates Actively	Conducts the interview	5 – minute	None	Ma. Vanesa Agabin Leinard Bangayan	None
3	Signs in the Attendance Sheet	Files attendance sheets	1 – minute	None	Ma. Vanesa Agabin Leinard Bangayan	Attendance Sheet
End of Procedure						





TERMINAL INTERVIEW

Schedule of Availability of Service: 7:00 am – 4:00 pm (Monday - Friday)
Clients/Customers: College Graduating Students
Requirement/s: Terminal Interview Form
Processing Time: 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs any 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 – minute	None	Leinard Bangayan	Terminal Interview Form
2	Enters the counseling cubicle and hands in the filled out form to the Counselor for interview	Conducts the interview	5 – minute	None	Leinard Bangayan	None
3	Signs in the Counselor's Logbook	Files the form	1 – minute	None	Leinard Bangayan	Counselor's Logbook
End of Procedure						





ISSUANCE OF CERTIFICATION OF GOOD MORAL CHARACTER

Schedule of Availability of Service: 7:00 am – 4:00 pm (Monday - Friday)
 Clients/Customers: Undergraduate Students
 Requirement/s: Official Receipt of Payment
 Processing Time: 6 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Pays the certification fee at the Cashier's Office	Issues the Official Receipt for the payment	2 – minute	P30.00	Leinard Bangayan	Official Receipt
3	Gives the Official Receipt to any of the Guidance Staff	Checks the accuracy of the data as well as prints and issues the certification	1 – minute	None	Leinard Bangayan	Certificate of Good Moral Character
4	Receives the Certification and signs in the Logbook	Assists the client in signing the logbook	1 – minute		Leinard Bangayan	Counselor's Logbook
End of Procedure						





GROWTH SESSION

Schedule of Availability of Service: July, September and February 7:00 am – 4:00 pm (Monday - Friday)
Clients/Customers: College Students
Requirement/s: Guidance Activity Sheet, Attendance Sheet, and Certificate of Participation
Processing Time: 1 hour and 35 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Proceeds to the designated Growth Session Room	Ushers the students in the Session Room	2 – minute	None	Leinard Bangayan	None
2	Participates in the Growth Session	Conducts the Growth Session	1 hour and 30 minutes	None	Leinard Bangayan	Answer Sheets
3	Signs in the Attendance Sheet	Distribute Certificate of Participation	3 – minute	None	Leinard Bangayan	Attendance Sheet and Certificate of Participation
End of Procedure						





INITIAL INTERVIEW

Schedule of Availability of Service: July and August 7:00 am – 4:00 pm (Monday - Friday)
November and December 8:00 am – 5:00 pm (Monday – Friday)

Clients/Customers: First Year College and Transfer Students

Requirement/s: Initial Interview Form

Processing Time: 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs any of the Guidance Staff of the purpose of his/her visit	Provides and instructs the student in filling up the Initial Interview Form	2 – minute	None	Leinard Bangayan	None
2	Enters the counseling cubicle and hands in the filled out form to the Counselor for interview	Conducts the interview	5 – minute	None	Leinard Bangayan	Answer Sheets
3	Signs in the Counselor's Logbook	Files the form	1 – minute	None	Leinard Bangayan	Attendance Sheet and Certificate of Participation
End of Procedure						





REFERRAL SERVICES

Schedule of Availability of Service: 7:00 am – 4:00 pm (Monday - Friday)
Clients/Customers: CSU Students
Requirement/s: Referral Students
Processing Time: 49minutes – 1 hour and 4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Gives the referral form to the Guidance Counselor	Talks with the client/referring the party about the referral	3 – minute	None	Leinard Bangayan	Referral Form
2	Undergoes Counselling Session	Conducts Counseling	45 minutes to 1 hours	None	Leinard Bangayan	None
3	Signs in the Guidance Counselor's Logbook	Files the referral Form	1 – minute	None	Leinard Bangayan	Guidance Logbook
End of Procedure						





PSYCHOLOGICAL TESTING SERVICE (FOR ADMINISTRATORS, FACULTY AND ADMINISTRATIVE STAFF)

Schedule of Availability of Service: 7:00 AM - 4:00 pm (Monday - Friday)
 Clients/Customers: Administrators, Faculty And Administrative Staff
 Requirement/s: Request Letter, Attendance Sheet
 Processing Time:

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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 – minute	None	Leinard Bangayan	None
2	Takes the Psychological Test	Conducts Psychological Test	20 minutes to 2 hours	None	Leinard Bangayan	Psychological Test Booklets, Answer Sheets
3	Signs in the Attendance Sheer	Facilitates the signing of the students in the attendance sheer	5 – minute	None	Leinard Bangayan	Attendance Sheet
End of Procedure						





PSYCHOLOGICAL TESTING SERVICE (FOR CSU STUDENTS)

Schedule of Availability of Service: 7:00 AM - 4:00 pm (Monday - Friday)
 Clients/Customers: CSU College Students
 Requirement/s: Attendance Sheet
 Processing Time: 27 minutes – 2 hours and 7 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEEES	PERSON 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 – minute	None	Leinard Bangayan	None
2	Takes the Psychological Test	Conducts Psychological Test	20 minutes to 2 hours	None	Leinard Bangayan	Psychological Test Booklets, Answer Sheets
3	Signs in the Activity Attendance Sheer	Facilitates the signing of the students in the attendance sheer	5 – minute	None	Leinard Bangayan	Attendance Sheet
End of Procedure						





INTAKE REVIEW

Schedule of Availability of Service: 7:00 AM - 4:00 pm (Monday - Friday)
Clients/Customers: CSU College Students /Walk – in /referred Clients
Requirement/s: Intake interview Form
Processing Time: 47 minutes – 1 hour and 2 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON 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	Leinard Bangayan	None
2	Undergoes the Counseling Session	Conducts Counseling	45 minutes to 1 hour	None	Leinard Bangayan	Intake Interview Form
3	Sings in the Guidance Counselor's Logbook	Files the Intake Interview Form	1 – minute	None	Leinard Bangayan	Guidance Counselor's Logbook.
End of Procedure						

