



STUDENTS SERVICE AND WELFARE

SPECIAL PROGRAM FROM THE EMPLOYMENT OF STUDENTS (SPES) OR R.A. 9547

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students
 Requirement/s: Duly accomplished DOLE from no. RO-013 or DOLE Application Forms; Certificate of Enrolment/ Indigence/Employment (DOLE Pro Forma Forms); Photocopy of Enrolment Forms; Photocopy of School ID; Birth Certificate; Latest Certification of Grades; 1x1 ID picture; Payment of GSIS Insurance Fee
 Processing Time: 2-3 weeks

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|---|---|----------------------|------|--------------------|---------|
| 1 | Monitors the announcement from the Department of Labor and Employment-Special Program for Employment of Students. | Posts/informs client for opening of SPES Program of DOLE | 30 minutes | None | MA. VANESSA AGABIN | None |
| 2 | Signs in the Clients/Visitor's Logbook; Applies at the OSSW; Fill-out application for student assistantship | Distributes application form for student assistantship; Conducts preliminary interviews; Endorse to the OSSW Campus Coordinator | 15 – 20 minutes | None | MA. VANESSA AGABIN | Logbook |
| 3 | Seeks recommendation of OSSW Campus Coordinator | Conducts Final interview; Recommends approval of application | 15 – 20 minutes | None | MA. VANESSA AGABIN | None |





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| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|---|--|----------------------|---|--------------------|---|
| 4 | Accomplishes DOLE forms; Secures documents requirements | Distributes DOLE Forms to qualified student applicants and list of other requirements; Sets deadline of submission | 15– 20 minutes | Certification of grades (P30) GSIS Insurance Fee (p5.50 photocopy of the other required documents; P1.00/page; ID picture P60.00) | MA. VANESSA AGABIN | DOLE Form No. R.O 13/ SPES Application Form, Pro Forma Certificate of Enrolment, Indigence and Employment |





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Clients/Customers: Students

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 Certificate of Enrolment/ Indigence/Employment (DOLE Pro Forma Forms);
 Photocopy of Enrolment Forms; Photocopy of School ID; Birth Certificate; Latest
 Certification of Grades; 1x1 ID picture; Payment of GSIS Insurance Fee

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|--|--|--------------------------------|------|--------------------|-------|
| 5 | Submits duly accomplished forms and other documentary requirements | Receives forms and documentary requirements of the applicants; Checks completeness/correctness of forms and documents submitted; Endorses to the OSSW Campus Coordinator | 15 – 20 minutes | None | MA. VANESSA AGABIN | None |
| 6 | Seeks recommendation of the OSSW Campus Coordinator | Evaluates application of students and recommends to the CEO those who qualified to be recipients of the DOLE-SPES Program through the Director ARA | 20 – 30 minutes | None | MA. VANESSA AGABIN | None |
| 7 | Waits for the release of Special Order | Prepares Special Order; Recommends approval of the Special Order from the CEO | 3 – 5 minutes 1 - 3 minutes | None | MA. VANESSA AGABIN | None |
| 8 | Waits for the release of Special Order | Approves/ Signs Special Order | 1 – 2 days | None | ROGELIO TAMAYO | None |





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 Clients/Customers: Students
 Requirement/s: Duly accomplished DOLE from no. RO-013 or DOLE Application Forms; Certificate of Enrolment/ Indigence/Employment (DOLE Pro Forma Forms); Photocopy of Enrolment Forms; Photocopy of School ID; Birth Certificate; Latest Certification of Grades; 1x1 ID picture; Payment of GSIS Insurance Fee
 Processing Time: 2-3 weeks

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|---------------------------|--|--|------|--------------------|---------|
| 9 | Receives of Special Order | Gives copies of Special Order to concerned Offices and to students qualified as SPES recipient for information; Prepares Placement Form/ Pledge of Commitment / GSIS Insurance Form; The OSSW Campus Coordinator certifies the correctness of DOLE Forms or Report to be submitted to DOLE; Forwards the form / reports to Finance for her signature as to availability of funds for the program; Forwards the form/ reports to the CEO for his approval; Approves DOLE submits duly LE Reports; Submits duly accomplished DOLE Forms to DOLE Regional Office II | 1 day 1 day 20 minutes 5-15 minutes 5-15 minutes 1-2 days | None | MA. VANESSA AGABIN | Logbook |





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SPECIAL PROGRAM FROM THE EMPLOYMENT OF STUDENTS (SPES) OR R.A. 9547

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students
 Requirement/s: Duly accomplished DOLE from no. RO-013 or DOLE Application Forms; Certificate of Enrolment/ Indigence/Employment (DOLE Pro Forma Forms); Photocopy of Enrolment Forms; Photocopy of School ID; Birth Certificate; Latest Certification of Grades; 1x1 ID picture; Payment of GSIS Insurance Fee

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|---|---|--|------|--------------------|-------|
| 10 | Submits DTR and accomplishment report to the OSSW every end of the end of month; Follows-up status of salary (for CSU 70% counterpart and DOLE 40%) | Receives DTR; Checks correctness of DTR; Prepares the general payroll; The OSSW Campus Coordinator certifies the correctness of the payroll; Forwards the payroll to the finance Office for processing | 5 – 15 minutes | None | MA. VANESSA AGABIN | None |
| 11 | Follows up status of salary for the DOLE counterpart of 40% | After the contract which usually ends every semester, prepares the Termination Report; Certifies correctness of the Termination Report; Forwards thereport to the CEO for his signature; Submits report to the DOLE Regional Office II for processing of the SES Guarantees salary (40% counterpart) | 30 minutes 5 – 10 minute 15 – 20 minutes 1 day 15 – 20 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

RECOMMENDATION OF PROMISSORY NOTE

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students/ Parents
 Requirement/s: Duly accomplished Promissory Note Form
 Processing Time: 10-20 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|--------------------|---------|
| 1 | Signs in the client/'s/ visitor's logbook; Accomplishes Promissory Note Form | Issues Promissory Note Form; Conducts short interview; Endorses to OSSW Campus coordinator | 5 – 10 minutes | None | MA. VANESSA AGABIN | Logbook |
| 2 | Seeks for the recommendation of OSSW Campus Coordinator | Conducts interviews/ counselling; Recommends promissory note | 5 – 10 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

ACCREDITATION/ RE-ACCRIDATION OF ORGANIZATION

Schedule of Availability of Service: August or as scheduled
 Clients/Customers: Students/ Organization
 Requirement/s: Complete submission of documentary requirements (see IPP of Student Manual)
 Processing Time: 1-2 weeks

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|---|---|---------------------------------------|------|--------------------|-------|
| 1 | Student Organizations monitor the start of accreditation/reaccreditation | Post schedule of accreditation.re-accreditation of student organizations | 30 minutes | None | MA. VANESSA AGABIN | None |
| 2 | Signs in the Client/Visitor's Logbook; Applies for accreditation/re-accreditation; Submits documentary requirements | Receives the documentary requirements; Checks completeness/ correctness of documents submitted; Endorses to the OSSW Director the applications for accreditation/re-accreditation | 15 – 20 minutes | None | MA. VANESSA AGABIN | None |
| 3 | Seeks recommendation and approval of application | | 10-20 minutes 3-5 days 1-2 days | None | MA. VANESSA AGABIN | None |
| 4 | Receives Certificate of Accreditation/re-accreditation | Gives the certificate of Accreditation to concerned Student Organization officers | ½ day to 1 day | None | MA. VANESSA AGABIN | None |

End of Procedure





STUDENTS SERVICE AND WELFARE

Student Services and Welfare SIGNING OF STUDENT CLEARANCE

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Graduates, shifters and transferring students
 Requirement/s: Duly accomplished Student Clearance Form; University ID
 Processing Time: 20 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|--------------------|------------------------|
| 1 | Signs in the Client's/ visitor's Logbook; Presents duly accomplished Student Clearance Form and surrenders University ID | Receives Student Clearance Form; Conducts short interview; Recommends to the OSSW Campus Coordinator for signature | 10 – 15 minutes | None | MA. VANESSA AGABIN | Student Clearance Form |
| 2 | Seeks for the recommendation of OSSW Campus Coordinator | Conducts interviews/ counselling; Recommends promissory note | 5 – 10 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

SIGNING OF STUDENT CLEARANCE

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Graduates, shifters and transferring students
 Requirement/s: Duly accomplished Student Clearance Form; University ID
 Processing Time: 20 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|--------------------|------------------------|
| 1 | Signs in the Client's/ visitor's Logbook; Presents duly accomplished Student Clearance Form and surrenders University ID | Receives Student Clearance Form; Conducts short interview; Recommends to the OSSW Campus Coordinator for signature | 10 – 15 minutes | None | MA. VANESSA AGABIN | Student Clearance Form |
| 2 | Seeks for the recommendation of OSSW Campus Coordinator | Conducts short interview and signs the clearance | 5 – 10 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

CLAIMS UNDER THE CSU STUDENT MANUAL AID FUND PROGRAM

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students/Parents
 Any bonafide student of the University
 Accidental Death Benefit Claim, Natural Death Benefit Claim, Permanent Disability Benefits Claim
 Dismemberment Benefit Claim, Medical Assistance (School Related Activities)
 Medical Assistance (School Related Activities)
 Processing Time: 4 days and 5 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|---------------------|--|
| 1 | Signs in the Client's/ visitor's Logbook; Submits documentary requirements to support claim | Receives documentary requirements of documents submitted; Endorses to the OSSW Director | 3-5 minutes | None | MA. VANESSA AGABIN | Student Manual Aid Fund Application Form |
| 2 | Waits for the processing of the service | Evaluates correctness of Claim; Recommends for the release of benefit claim | 1 day | None | OSSW CENTRAL OFFICE | None |
| 3 | Waits for the processing of the service | Prepares the voucher for the payment of benefit claim; Forwards the voucher to the Finance Office for processing | 2-3 days | None | OSSW CENTRAL OFFICE | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

APPROVAL FOR THE CONDUCT OF STUDENT ACTIVITIES

B. University Wide Level
 Schedule of Availability of Service: 1 week before the activity
 Monday to Friday (8:00 am – 5:00 pm)
 Clients/Customers: Students Organization
 Requirement/s: Letter-request; Activity Proposal/plan; Budget plan if it entails expenses

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|---|----------------------|------|--------------------|-------|
| 1 | Signs in the Client's/ visitor's Logbook; Present letter-request | Reviews the request for previous details (properly signed by organization officers, noted by the adviser, Activity plan/project proposal) | 1-3 minutes | None | MA. VANESSA AGABIN | None |
| 2 | Seeks recommendation of the OSSW Campus Coordinator | Evaluates the request; Conducts short interview; Recommends to the CEO | 5-10 minutes | None | MA. VANESSA AGABIN | None |
| 3 | Seeks approval of the CEO | Approves the conduct of the activity | 1 - day | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

APPROVAL FOR THE CONDUCT OF STUDENT ACTIVITIES

A. University Wide Level
 Schedule of Availability of Service: 1 week before the activity
 Monday to Friday (8:00 am – 5:00 pm)
 Clients/Customers: Students Organization
 Requirement/s: Letter-request; Activity Proposal/plan; Budget plan if it entails expenses
 Processing Time: 1 day and 13 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|--|---|----------------------|------|--------------------|---------|
| 1 | Signs in the Client's/ visitor's Logbook; Present letter-request | Reviews the request for previous details (noted by the student organization adviser and endorsed by the Dean) and attachments if necessary such as budgetary requirements or Activity plan/ project proposal; | 1-3 minutes | None | MA. VANESSA AGABIN | Logbook |
| 2 | Seeks recommendation of the OSSW Campus Coordinator | Evaluates the request; Conducts short interview; Recommends to the CEO | 5-10 minutes | None | MA. VANESSA AGABIN | None |
| 3 | Seeks approval of the CEO | Approves the conduct of the activity | 1 - day | None | MA. VANESSA AGABIN | None |

End of Procedure





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

APPROVAL OF POSTING AND INFORMATION DRIVE

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students/Student Organization/Student Government/Private and Government Agencies
 Requirement/s: Approved Letter-Request
 Processing Time: 20 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|--------------------|---------|
| 1 | Signs in the Client's/ visitor's Logbook; Present letter-request | Receives and reviews completeness of letter-request Endorse to the OSSW Campus Coordinator | 5 - 10 minutes | None | MA. VANESSA AGABIN | Logbook |
| 2 | Seeks recommendation of the OSSW Campus Coordinator | Conducts short interview for verification/clarification; Approves the letter request | 5 - 10 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

PROCESSING OF SCHOLARSHIP APPLICATION – UNIVERSITY-BASED SCHOLARSHIP

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Scholars
 Requirement/s: Duly accomplished Scholarship Data Form; Photocopy of Enrolment/Assessment Form; Latest
 Processing Time: 1 day and 26 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|---|------|--------------------|------------------|
| 1 | Signs in the Client's/ visitor's Logbook; Apply for scholarship | Determines the scholarship being applied; Issues the Scholarship Application Form to the applicant; Advices the applicant for the documentary requirements | 1- minute | None | MA. VANESSA AGABIN | Scholarship Form |
| 2 | Fills out he Scholarship Form; Submits the duly accomplished Scholarship Application form together with the documentary requirements | Receives the documentary requirements; Checks completeness/correctness of documents submitted | 15 minutes | None | MA. VANESSA AGABIN | Scholarship Form |
| 3 | Seeks approval of the OSSW Campus Coordinator | Evaluates scholarship application; Approves scholarship application | 10 - minutes | None | MA. VANESSA AGABIN | Scholarship Form |
| 4 | Presents the original copy of Enrolment Form | Stamps the original Enrolment Form with the approved scholarship grant; Posts scholarship in the Student Information and Accounting System (SIAS) | 1 day (due to non-connection of OSSW to SIAS) | | MA. VANESSA AGABIN | Scholarship Form |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

STUDENTS DISCIPLINE AND INVESTIGATION OF STUDENT CASES

Students involved are from the same college

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students/Parents/Faculty members
 Requirement/s: Written letter-complaint/protest
 Processing Time: 10 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|----------------------------|----------------------|------|--------------------|-------|
| 1 | Signs in the Client's/ visitor's Logbook; Present letter complaint/protest | Receives letter-complaints | 3 - 5 minutes | None | MA. VANESSA AGABIN | None |
| 2 | Seeks for the signature of OSSW Campus Coordinator | Signs certification | 3 - 5 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

STUDENT DISCIPLINE AND INVESTIGATION OF STUDENT CASES

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Students / Parents / Faculty Members
 Requirement/s: Written Letter-Complaints
 Processing Time: 18 ½ days and 9 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|-----------------------|-------|
| 1 | Signs in the Client's/ visitor's Logbook; Present complaint letter | Receives letter complaint | 2- 3 minutes | None | MA. VANESSA AGABIN | None |
| 2 | Waits for the processing of the service | Creates student Tribunal | 1 day | None | STUDENT TRIBUNAL COM. | None |
| 3 | Waits for the processing of the service | Conducts Preliminary Inquiry upon receipt of complaint/ report | ½ day | None | STUDENT TRIBUNAL COM. | None |
| 4 | Receives formal charge | Issues formal charge | ½ day | None | STUDENT TRIBUNAL COM. | None |
| 5 | Submits formal written answer | Receives formal written answer | 2 – 3 minutes | None | STUDENT TRIBUNAL COM. | None |
| 6 | Receives notice of hearing | Notifies respondents for date/s of hearing | ½ day | None | STUDENT TRIBUNAL COM. | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

STUDENT PUBLICATION EDITORIAL BOARD SCREENING

Schedule of Availability of Service: July/August or as scheduled – 7:00am to 11:00am – 1:00pm to 5:00pm (Monday to Friday)

Clients/Customers: Students

Requirement/s: Qualifications needed

Processing Time: 1 – 2 weeks

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|--|--|--|------|--------------------|------------------------|
| 1 | Student who desire to be part of the CSU Publication Editorial Board monitors for the start of the search for editorial board staff of the student publication | Posts announcements regarding schedule for the search for editorial board staff of the student publication; Sends communications to the different college deans requiring them to send 5 best student writers from their college to participate in the scheduled screening | 10 - 20 minutes | None | CLARISSA VASQUEZ | Student Clearance Form |
| 2 | Accomplishes application form for the screening; Undergoes screening | Creates Selection Board; Distributes Application Form for the screening; Conducts screening; Committee Interviews applicants/ checks written exams | 1 day 1 – 2 days | None | CLARISSA VASQUEZ | Staff Application Form |
| 3 | Waits for the processing of the service | Prepares payroll of honorarium of the Selection Board; Certifies correctness of the payroll; Forwards it to the Finance Office for processing | 10 – 20 minutes 3 – 5 minutes 5 – 10 minutes | None | CLARISSA VASQUEZ | Payroll |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

STUDENT PUBLICATION EDITORIAL BOARD SCREENING

Schedule of Availability of Service: July/August or as scheduled – 7:00am to 11:00am – 1:00pm to 5:00pm (Monday to Friday)
 Clients/Customers: Students
 Requirement/s: Qualifications needed
 Processing Time: 1 – 2 weeks

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|---|--|-------------------------------------|------|--------------------|-------|
| 4 | Waits for the processing of the service | Prepares Special Order for the qualified Editorial Board Staff Recommends approval of the Special Order | 5 - 10 minutes 3 – 5 minutes | None | CLARISSA VASQUEZ | None |
| 5 | Waits for the processing of the service | Approves Special Order re-composition of the Editorial Board | 1 day | None | CLARISSA VASQUEZ | None |
| 6 | Waits for the processing of the service | Distributes copy of Special Order to qualified Editorial Board Staff | Half day | None | CLARISSA VASQUEZ | None |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

STUDENT PUBLICATION EDITORIAL BOARD SCREENING

Schedule of Availability of Service: July/August or as scheduled – 7:00am to 11:00am – 1:00pm to 5:00pm (Monday to Friday)
 Clients/Customers: Students
 Requirement/s: Qualifications needed
 Processing Time: 1 – 2 weeks

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|---|---|---|------|--------------------|-------|
| 7 | Qualified Editorial Board Staff recommends adviser to the Campus Coordinator | Selects/chooses adviser from the recommended list; Recommends approval of the Special Order; Approves Special Order | 1 day 5 minutes 1 minute 1 day | None | ROGELIO TAMAYO | None |
| 8 | Waits for the processing of the service | Prepares Special Order of the Adviser; Recommends Approval of the Special Order; Approves Special Order | 5 – 10 minutes 3 – 5 minutes 1 – 2 days | None | ROGELIO TAMAYO | None |
| 9 | Editorial Board Staff and the concerned adviser receive copy of the Special Order as Adviser of the Student Publication | Gives copy of Special Order to the concerned adviser and to the Editorial Board Staff | Half day | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

GOVERNMENT/ PRIVATE SCHOLARSHIP

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Scholars
 Requirement/s: Duly accomplished Scholars Data Form; Photocopy of Enrolment/ Assessment Form
 Latest Certification of Grades; Notice of Awards/ Certification from the Scholarship provider/
 Inclusion in the list of Scholars provided by the scholarship provider
 Processing Time: 1 hour and 26 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|-------|--|--|----------------------|------|--------------------|------------------|
| 1 | Signs in the Client/Visitor's Logbook; Presents Notice of Award/ Certification from the scholarship provider/ Inclusion in the List of Scholars provided by the scholarship provider | Checks Notice of Awards/ Certification from the scholarship provider presented or verifies name if included in the List of Scholars provided by the scholarship provider; Gives the applicant the scholarship application form; Advises the applicant for the documentary requirements | 5 - 10 minutes | None | MA. VANESSA AGABIN | Scholarship Form |
| 2 | Fills out the scholarship form; Submits the duly accomplished scholarship application form together with the documentary requirements | Receives the documentary requirements; Reviews documents submitted | 15 - minutes | None | MA. VANESSA AGABIN | None |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare GOVERNMENT/ PRIVATE SCHOLARSHIP

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Scholars
 Requirement/s: Duly accomplished Scholars Data Form; Photocopy of Enrolment/ Assessment Form
 Latest Certification of Grades; Notice of Awards/ Certification from the Scholarship provider/
 Inclusion in the list of Scholars provided by the scholarship provider
 Processing Time: 1 hour and 26 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|---|----------------------|------|--------------------|-------|
| 3 | Presents the original copy of Enrolment Form | Stamps the original Enrolment Form with the scholarship grant | 1 - minute | None | MA. VANESSA AGABIN | None |
| 4 | Waits for the processing of the service | Prepares the general payroll (when all of the scholars already submitted all essential requirements required by the OSSW); Certifies the correctness of the payroll; Forwards the payroll at the Finance Office for processing and releases the stipend or financial assistance | 1 - hour | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |





STUDENTS SERVICE AND WELFARE

Student Services and Welfare

ISSUANCE OF CERTIFICATIONS ON SCHOLARSHIPS; CERTIFICATION AS STUDENT ORGANIZATION ADVISER/ OFFICERS

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)

Clients/Customers: Student/ Parents/ Faculty Members

Requirement/s: For Student CSU Official Receipt

Processing Time: 15 minutes

| STEPS | CLIENT/APPLICANT | TYPES OF FRONTLINE SERVICE | DURATION OF ACTIVITY | FEES | PERSON RESPONSIBLE | FORMS |
|---------------------------|--|--|----------------------|------|--------------------|-------|
| 1 | Signs in the Client's/ Visitors Logbook | Checks records; Prepares certification; Endorse to the OSSW Campus Coordinator for signature | 5 – 10 minutes | None | MA. VANESSA AGABIN | None |
| 2 | Seeks for the signature of OSSW Campus Coordinator | Signs Certification | 3 – 5 minutes | None | MA. VANESSA AGABIN | None |
| *End of Procedure* | | | | | | |

