## Student Records Management Services

### REQUEST FOR DIPLOMA

**Schedule of Availability of Service:**
- 8:00 am – 5:00 pm (Monday – Friday – For undergraduate students)
- 8:00 am – 5:00 pm (Monday to Saturday – For graduate school students)

**Clients/Customers:** Graduates

**Requirement/s:** Documents Request Form (DFR)

**Processing Time:** 7 – 9 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
<th>CLIENT/APPLICANT</th>
<th>TYPES OF FRONTLINE SERVICE</th>
<th>DURATION OF ACTIVITY</th>
<th>FEES</th>
<th>PERSON RESPONSIBLE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for Document Request Form (DFR) and accomplishes it</td>
<td>Provides the Document Request Form</td>
<td>1 – minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
<td>DRF</td>
</tr>
<tr>
<td>2</td>
<td>Submits accomplished Document Request Form (DRF)</td>
<td>Receives Document Request Form &amp; checks status of client’s record</td>
<td>1 – minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
<td>DRF</td>
</tr>
<tr>
<td>3</td>
<td>Receives DRF with assessed payment and pays to the Cashier</td>
<td>Indicates in the DRF the assessed fees</td>
<td>1 – minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
<td>DRF</td>
</tr>
</tbody>
</table>
**STUDENT RECORDS MANAGEMENT SERVICES**

**REQUEST FOR DIPLOMA**

**Schedule of Availability of Service:**
- 8:00 am – 5:00 pm (Monday – Friday – For undergraduate students)
- 8:00 am – 5:00 pm (Monday to Saturday – For graduate school students)

**Clients/Customers:**
- Graduates

**Requirement/s:**
- Documents Request Form (DFR)

**Processing Time:**
- 7 – 9 minutes

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Time</th>
<th>Fee</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Returns DFR and submits Official Receipt of Payment to receive diploma</td>
<td>1 – minute</td>
<td>P 200.00 for 2nd issuance</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
</tr>
<tr>
<td>5</td>
<td>Retrieves DFR and returns on the on the scheduled date to receive diploma</td>
<td>1 – minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
</tr>
<tr>
<td>6</td>
<td>On the scheduled date, submits the DFR to the releasing clerk and gets diploma</td>
<td>3 – minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
</tr>
</tbody>
</table>

*End of Procedure*
### Student Records Management Services

**REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (First Issuance)**

**Schedule of Availability of Service:**
- 8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)
- 8:00 am – 5:00 pm Monday to Saturday (For Graduate Students)
- (during Enrolment Period)

**Clients/Customers:**
- Graduates

**Requirement/s:**
- Documents Request Form (DRF), Terminal Clearance, Form 137; Transcript of Records – Transferees

**Processing Time:**
- 8 – 11 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
<th>CLIENT/APPLICANT</th>
<th>TYPES OF FRONTLINE SERVICE</th>
<th>DURATION OF ACTIVITY</th>
<th>FEES</th>
<th>PERSON RESPONSIBLE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for Document Request Form (DRF) and Terminal Clearance Form and Accomplishes them</td>
<td>Provides the DRF and Terminal Clearance Form</td>
<td>1 – minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>DRF, Terminal Clearance, Form 137 or Transcript of Records</td>
</tr>
<tr>
<td>2</td>
<td>Submits accomplished DRF and Clearance to Records in Charge</td>
<td>Receives DRF, Form 137 or OTR and Clearance; verifies the completeness and checks status of client</td>
<td>2 – 3 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>DRF, Terminal Clearance, Form 137 or Transcript of Records</td>
</tr>
<tr>
<td>3</td>
<td>Receives DRF with assessed payment and pays to the Cashier</td>
<td>Indicates in DRF the assessed fees</td>
<td>1 – 2 minutes</td>
<td>P 50.00 per page</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>DRF</td>
</tr>
</tbody>
</table>
### Student Records Management Services

**REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (First Issuance)**

**Schedule of Availability of Service:**
- 8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)
- 8:00 am – 5:00 pm Monday to Saturday (For Graduate Students) (during Enrolment Period)

**Clients/Customers:**
- Graduates

**Requirement/s:**
- Documents Request Form (DRF), Terminal Clearance, Form 137; Transcript of Records – Transferees

**Processing Time:**
- 8 – 11 minutes

<table>
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<tr>
<th>STEPS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Returns DRF and submits Official Receipts (OR) of Payment to Registrar</td>
<td>Indicates in DRF the date for client to pick-up Official Transcript of Records</td>
<td>1 – 2 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
<td>DRF, OR</td>
</tr>
<tr>
<td>5</td>
<td>Returns DRF and submits Official Receipts (OR) of Payment to Registrar; Retrieves DRF and returns on the scheduled date to pick-up OTR</td>
<td>Returns to the client the DRF</td>
<td>1 – minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
<td>DRF</td>
</tr>
<tr>
<td>6</td>
<td>On the scheduled date, submits the DRF to the records in-charge and gets OTR</td>
<td>Receives DRF and gives OTR</td>
<td>1-2 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao, Paula B. Balaqui, Marites B. Decena, Jamaica M. Tungcul, Christian A. Baquiran</td>
<td>OTR</td>
</tr>
</tbody>
</table>

*End of Procedure*
Student Records Management Services

REQUEST OF CHED AUTHENTICATION (CAV/RED RIBBON)

Schedule of Availability of Service:

8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)
8:00 am – 5:00 pm Monday to Saturday (For Graduate Students)
(during Enrolment Period)

Clients/Customers:
Graduates

Requirement/s:
Documents Request Form (DRF); 3 sets of Transcript of Records (Photocopy)
3 sets of Diploma (Photocopy)

Processing Time:
4 – 6 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
<th>CLIENT/APPLICANT</th>
<th>TYPES OF FRONTLINE SERVICE</th>
<th>DURATION OF ACTIVITY</th>
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<th>PERSON RESPONSIBLE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pay Certification fee (CAV) to the Cashier</td>
<td>Receives payment and issues Official Receipt</td>
<td>1 – minute</td>
<td>P 45.00 – Diploma (3 sets) and OTR (3 sets) P 30.00 CAV</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Registrar’s Office, submits Official Receipt and photocopies of OTR and diploma</td>
<td>Receives and checks payment; verifies and authenticates OTR’s Diploma; Prints Certificate of Authentication and Verification (CAV)</td>
<td>3 – 5 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>OR, TOR (photocopy) Diploma (photocopy)</td>
</tr>
</tbody>
</table>
### Student Records Management Services

#### REQUEST OF CHED AUTHENTICATION (CAV/RED RIBBON)

<table>
<thead>
<tr>
<th>Schedule of Availability of Service</th>
<th>Clients/Customers</th>
<th>Requirement/s:</th>
<th>Processing Time</th>
<th>CAV, OTR and Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)</td>
<td>Graduates</td>
<td>Documents Request Form (DRF); 3 sets of Transcript of Records (Photocopy)</td>
<td>4 – 6 minutes</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
</tr>
<tr>
<td>8:00 am – 5:00 pm Monday to Saturday (For Graduate Students) (during Enrolment Period)</td>
<td>Graduates</td>
<td>3 sets of Diploma (Photocopy)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 3 | Wait for the release of CAV and authenticated OTR and diploma | Signs CAV, OTR and Diploma | 1 - minute | None |
| 4 | Receives the CAV and authenticated OTR and diploma | Release the CAV and requests the client to sign the logbook | 1 – minute | None |

*End of Procedure*
**Student Records Management Services**

**EVALUATION OF REGULAR AND IRREGULAR STUDENTS**

Schedule of Availability of Service:
- 8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)
- 8:00 am – 5:00 pm Monday to Saturday (For Graduate Students)
  (during Enrolment Period)

Clients/Customers: Regular and Irregular Students

Requirement/s:
- Students’ Academic Records
- Regular Student: 5 – 10 minutes
- Irregular Students: 30 minutes – 1 hour

<table>
<thead>
<tr>
<th>STEPS</th>
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<th>TYPES OF FRONTLINE SERVICE</th>
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<th>PERSON RESPONSIBLE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for evaluation of Student’s Academic Records</td>
<td>Evaluates the students’ academic records</td>
<td>5 – 10 minutes (Regular Students) 30 minutes – 1 hour (Irregular Students)</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>Certificate of Grades of OTR, Subject Accreditation Form (For Transferees and Shifters)</td>
</tr>
</tbody>
</table>

*End of Procedure*
# Student Records Management Services

## EVALUATION OF REGULAR AND IRREGULAR STUDENTS

**Schedule of Availability of Service:**

- For Undergraduate Students: 8:00 am – 5:00 pm Monday to Friday
- For Graduate Students: 8:00 am – 5:00 pm Monday to Saturday (during Enrolment Period)

**Clients/Customers:**

- Student Transferring to other School (Transferring-Out)

**Requirement/s:**

- Student Clearance (Undergraduate)

**Processing Time:**

- 20 – 30 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
<th>CLIENT/APPLICANT</th>
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<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Gets and accomplishes Student Clearance for undergraduate and Request Form for Form 137 A</td>
<td>Provides the Document Request Form</td>
<td>1 - minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>Student Clearance (undergraduate) Request Form</td>
</tr>
<tr>
<td>2</td>
<td>Pays certification and Transcript fee to the Cashier</td>
<td>Receives payment and issue Official Receipt</td>
<td>2 - 3 minutes</td>
<td>P 50.00/page of OTR; P 30.00 for Honorable Dismissal Form</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>OR</td>
</tr>
<tr>
<td>3</td>
<td>Proceeds to the Registrar’s Office submits accomplished Clearance, Official Receipt (OR) and Form 137 A or Transcript of Records</td>
<td>Receives Clearance and Form 137A or OTR and verifies status of client record; Prints Honorable Dismissal and Certificate of Grades</td>
<td>51 – 25 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>DRF, OR</td>
</tr>
</tbody>
</table>

**Vision**

Transforming lives by educating for the best.

**Mission**

Cagayan State University is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production, and extension.

**Core Values**

Productivity, Accessibility, Compassion, Accountability, Relevance and Excellence
**STUDENT RECORDS MANAGEMENT SERVICES**

**EVALUATION OF REGULAR AND IRREGULAR STUDENTS**

Schedule of Availability of Service:
- **8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)**
- **8:00 am – 5:00 pm Monday to Saturday (For Graduate Students)**
  (during Enrolment Period)

Clients/Customers:
- Student Transferring to other School (Transferring-Out)

Requirement/s:
- Student Clearance (Undergraduate)

Processing Time:
- 20 – 30 minutes

<table>
<thead>
<tr>
<th></th>
<th>Wait for the issuance of Transfer credentials. However, a scheduled date is calendared only during enrolment period</th>
<th>Signs Honorable Dismissal and Certificate of Grades</th>
<th>1 - minute</th>
<th>None</th>
<th>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</th>
<th>Honorable Dismissal with Certification of Grades</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Receives Transfer Credentials</th>
<th>Requires the client to sign in Logbook</th>
<th>1 - minute</th>
<th>None</th>
<th>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</th>
<th>Transfer Credential</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*End of Procedure*
Student Records Management Services

REQUEST FOR CERTIFICATION OF GRADES/ ENROLLMENT AND BILLING/RE-ASSESSMENT

Schedule of Availability of Service:
- 8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)
- 8:00 am – 5:00 pm Monday to Saturday (For Graduate Students)
(during Enrolment Period)

Clients/Customers: Students

Requirement/s: Document Request Form (DRF)

Processing Time: 4 – 5 minutes

<table>
<thead>
<tr>
<th>STEPS</th>
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<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pays certification to the Cashier</td>
<td>Receives payment and issue Official Receipt</td>
<td>1 - minute</td>
<td>P 30.00 Certificate of Grade, P 30.00 Enrolment and Billing; P20.00 Re-assessment</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Registrar’s Office, submits Official Receipt and shows student ID</td>
<td>Receives and verifies receipt, retrieves, prints, sign and seals Certificate</td>
<td>2 - 3 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>Certificate of Grade/Enrolment and/or Re-assessment</td>
</tr>
<tr>
<td>3</td>
<td>Receives Certificate of Grades/ Enrollment and/or Re-assessment</td>
<td>Releases the certificate requested</td>
<td>1 - minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>None</td>
</tr>
</tbody>
</table>

*End of Procedure*
Student Records Management Services

REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (Re-Issuance)

| Schedule of Availability of Service: | 8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)  
8:00 am – 5:00 pm Monday to Saturday (For Graduate Students) (during Enrolment Period) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients/Customers:</td>
<td>Graduates</td>
</tr>
<tr>
<td>Requirement/s:</td>
<td>Document Request Form (DRF)</td>
</tr>
<tr>
<td>Processing Time:</td>
<td>8 – 11 minutes</td>
</tr>
</tbody>
</table>

<table>
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<th>FEES</th>
<th>PERSON RESPONSIBLE</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| 1     | Requests for Document Request Form and accomplishes it | Provides the Document Request Form                                                             | 1 - minute           | None | Rey Francis E. Taguibao  
Paula B. Balaqui  
Marites B. Decena  
Jamaica M. Tungcul  
Christian A. Baquiran | DRF |
| 2     | Submits accomplished DRF | Receives DRF; verifies the completeness and checks status of client record | 2 - 3 minutes        | None | Rey Francis E. Taguibao  
Paula B. Balaqui  
Marites B. Decena  
Jamaica M. Tungcul  
Christian A. Baquiran | DRF |
| 3     | Receives DRF with assessed payment and pays to the Cashier | Indicates in DRF assessed fees                                                               | 1 - minute           | P 50.00/page | Rey Francis E. Taguibao  
Paula B. Balaqui  
Marites B. Decena  
Jamaica M. Tungcul  
Christian A. Baquiran | Student Advising Form (SAF) |
**Student Records Management Services**

**REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (Re-Issuance)**

Schedule of Availability of Service:
- 8:00 am – 5:00 pm Monday to Friday (For Undergraduate Students)
- 8:00 am – 5:00 pm Monday to Saturday (during Enrolment Period) (For Graduate Students)

Clients/Customers:
- Graduates

Requirement/s:
- Document Request Form (DRF)

Processing Time:
- 8 – 11 minutes

<table>
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<th>FORMS</th>
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</thead>
<tbody>
<tr>
<td>4</td>
<td>Returns DRF and submits Official Receipt (OR) of Payment to the Registrar</td>
<td>Receives DRF and OR and Records-in-charge prints and signs OTR</td>
<td>3 - 5 minutes</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>DRF, OR</td>
</tr>
<tr>
<td>5</td>
<td>Wait for the release of the OTR</td>
<td>Registrar sign OTR</td>
<td>1 - minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>OTR</td>
</tr>
<tr>
<td>6</td>
<td>Receives OTR</td>
<td>Releases the OTR and asks the client to sign in the Logbook</td>
<td>1 - minute</td>
<td>None</td>
<td>Rey Francis E. Taguibao Paula B. Balaqui Marites B. Decena Jamaica M. Tungcul Christian A. Baquiran</td>
<td>OTR</td>
</tr>
</tbody>
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*End of Procedure*