



## CAMPUS GUIDANCE AND COUNSELING CENTRE

**LOCATION** : Administration Building 2<sup>nd</sup> Floor Left Wing  
**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	Karenina Anne C. Tabangay, RGC	CSU CAT Registration Form
2	Pays the CAT fee at the Cashier's Office	Issues official receipt to the applicant	P 150	1 minute	Karenina Anne C. Tabangay, RGC	Official Receipt
3	Gets the schedule of examination at the Guidance Office	Gives the schedule of CAT	N/A	2 minutes	Karenina Anne C. Tabangay, RGC	Guidance Logbook

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STEPS	CLIENT/ APPLICANT	TYPES OF FRONTLINE SERVICE	FEES	PROCESSING TIME/ DURATION OF ACTIVITY	PERSON RESPONSIBLE	FORMS
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	Karenina Anne C. Tabangay, RGC	

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### 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 Staff/ 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	Karenina Anne C. Tabangay, RGC
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	

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\*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 Staff/ 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	Karenina Anne C. Tabangay, RGC
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	

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**\*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 Staff/ Counselor of the purpose of the visit	Invites the clients inside the counselling cubicle	N/A		1 minute	Karenina Anne C. Tabangay, RGC
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	

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### 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	Karenina Anne C. Tabangay, RGC
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	

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### 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	Karenina Anne C. Tabangay, RGC
2	Takes the Psychological Test	Conducts the Psychological Test	N/A	Psychological Test Booklets, Answer Sheets	20 minutes to 2 hours	

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3	Signs in the Activity Attendance Sheet	Facilitates the signing of the students in the attendance sheet	N/A	Attendance Sheet	5 minutes	Karenina Anne C. Tabangay, RGC
<b>*End of Procedure*</b>						

### Guidance Services

#### Psychological Testing for External Client Service : CSU Administrators, CSU Faculty, CSU Administrative Personnel, Researchers from other agencies

Schedule of Availability of Service : Year Round  
 Client/Customers : Other Clients except CSU Students  
 Requirements : Agency I.D.  
 Processing Time : 20 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	Karenina Anne C. Tabangay, RGC Staff
2	Takes the Psychological Test	Conducts the Psychological Test	N/A	Psychological Test Booklets, Answer Sheets	20 minutes to 2 hours	

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3	Signs on the Attendance Sheet	Facilitates the signing of the clients on the attendance sheet	N/A	Attendance Sheet	5 minutes	
<b>*End of Procedure*</b>						

### Guidance Services

#### Psychological Testing (for Outside Clients)

Schedule of Availability of Service : Year Round

Client/Customers : Outside Clients

Requirements : Agency I.D. Letter to request, Proof of Payment for the Requested Test

Processing Time : 40 minutes to 2 hours

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	FEES	FORMS	PROCESSING TIME/DURATION OF ACTIVITY	PERSON RESPONSIBLE
1	Gives the Letter of Request to the Guidance Director	Discusses with the client why she approves /disapproves the request	N/A		10 minutes	Febe Marl G. Paat, RGC – Guidance Director
2	If the request is approved the client pays for the	Receives and files the Official receipt	Php 150	Guidance Director's Logbook	5 minutes	Karenina Anne C. Tabangay, RGC

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	Psychological Testing Fee at the Cashier's Office					
3	The client gets the schedule and requirement for the conduct of the requested Psychological test and signs in the Logbook	Gives the Schedule and other requirements for the conduct of the Psychological Test	N/A		1 minute	
4	Takes the psychological test on the schedule date and sign in the logbook	Administers the test	N/A		20 minutes to 2 hours	
<b>*End of Procedure*</b>						

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### 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	Febe Marl G. Paat, RGC – Guidance Director Karenina Anne C. Tabangay, RGC
2	Undergoes the counselling process	Conducts the counselling	N/A		45 minutes to 1 hour	

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3	Signs in the Guidance Logbook	Asks the client to sign in the logbook and files the referral form	N/A	Guidance Director's / 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	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	Karenina Anne C. Tabangay, RGC

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	the visit					
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 Director/Guidance Counselor/Guidance Staff	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/Staff tells the student to sign in the logbook Files IRF	N/A	Guidance Logbook	2 minutes	
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### 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	Karenina Anne C. Tabangay, RGC
2		Conducts the	N/A			

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	Actively participates in the forum	Seminar-Forum Facilitates the conduct of the forum			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	
<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

STEPS	CLIENT/ APPLICANT	TYPES OF FRONTLINE SERVICE	FEES	FORMS	PROCESSING TIME/ DURATION OF ACTIVITY	PERSON RESPONSIBLE
1	Informs the guidance counsellor/staff of the purpose of the	Instructs the client to pay the certification fee at the cashier's office	N/A		1 minute	Karenina Anne C. Tabangay, RGC

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	visit					
2	Pays the Certification fee at the Cashier's Office	Issues the Official Receipt for the payment	Php 30.00	Official receipt	2 minutes	Divine Grace Teoxon
3	Gives the official receipt to the Counselor-in-charge	Checks for accuracy of data, prints and issues the Certification	N/A	Certification of Good Moral Character	1 minute	Karenina Anne C. Tabangay, RGC
4	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:

**BABILYN CALIMAG – BAUTISTA, RGC, Rpm**  
 Campus Guidance Counselor

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## **CAMPUS GUIDANCE AND COUNSELING CENTRE**

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Noted by:

**ARCHIMEDES C. ARTICULO, DPLA**  
Campus Executive Officer

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