

# STUDENTS SERVICE AND WELFARE

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

Schedule of Availability of Service: 8:00 am – 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	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	Logbook
3	Seeks recommendation of OSSW Campus Coordinator	Conducts Final interview; Recommends approval of application	15 – 20 minutes	None	Jehan U. Gerardo, Ph.D.	None
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)	Jehan U. Gerardo, Ph.D.	DOLE Form No. R.O 13/ SPES Application Form, Pro Forma Certificate of Enrolment, Indigence and Employment

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Processing Time: 2-3 weeks

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	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	None
8	Waits for the release of Special Order	Approves/ Signs Special Order	1 – 2 days	None	Jehan U. Gerardo, Ph.D.	None
9	Receives 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	Jehan U. Gerardo, Ph.D.	Logbook

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Processing Time:

2-3 weeks

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>10</b>	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	Jehan U. Gerardo, Ph.D.	None
<b>11</b>	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	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### RECOMMENDATION OF PROMISSORY NOTE

Schedule of Availability of Service: 8:00 am – 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	Jehan U. Gerardo, Ph.D.	Logbook
2	Seeks for the recommendation of OSSW Campus Coordinator	Conducts interviews/ counselling; Recommends promissory note	5 – 10 minutes	None	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### ACCREDITATION/RE-ACCREDITATION 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 / re-accreditation	Post schedule of accreditation.re-accreditation of student organizations	30 minutes	None	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	None
3	Seeks recommendation and approval of application		10-20 minutes 3-5 days 1-2 days	None	Jehan U. Gerardo, Ph.D.	None
4	Receives Certificate of Accreditation/ re-accreditation	Gives the certificate of Accreditation to concerned Student Organization officers	½ day to 1 day	None	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### SIGNING OF STUDENT CLEARANCE

Schedule of Availability of Service: Monday to Friday (8:00am-5:00pm)  
 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	Jehan U. Gerardo, Ph.D.	Student Clearance Form
2	Seeks for the recommendation of OSSW Campus Coordinator	Conducts interviews/ counselling; Recommends promissory note	5 – 10 minutes	None	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### CLAIMS UNDER THE CSU STUDENT MUTUAL AID FUND PROGRAM

Schedule of Availability of Service: Mondays to Fridays (8:00am-5:00pm)  
 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	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# 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

Processing Time:

1 - 2 days

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	Jehan U. Gerardo, Ph.D.	None
2	Seeks recommendation of the OSSW Campus Coordinator	Evaluates the request; Conducts short interview; Recommends to the CEO	5-10 minutes	None	Jehan U. Gerardo, Ph.D.	None
3	Seeks approval of the CEO	Approves the conduct of the activity	1 - day	None	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	Logbook
2	Seeks recommendation of the OSSW Campus Coordinator	Evaluates the request; Conducts short interview; Recommends to the CEO	5-10 minutes	None	Jehan U. Gerardo, Ph.D.	None
3	Seeks approval of the CEO	Approves the conduct of the activity	1 - day	None	Jehan U. Gerardo, Ph.D.	None

**\*End of Procedure\***

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### APPROVAL OF POSTING AND INFORMATION DRIVE

Schedule of Availability of Service: Monday to Friday (8:00 am – 5:00 pm)  
 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	Jehan U. Gerardo, Ph.D.	Logbook
2	Seeks recommendation of the OSSW Campus Coordinator	Conducts short interview for verification/clarification; Approves the letter request	5 - 10 minutes	None	Jehan U. Gerardo, Ph.D.	None

**\*End of Procedure\***

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### PROCESSING OF SCHOLARSHIP APPLICATION – UNIVERSITY-BASED SCHOLARSHIP

Schedule of Availability of Service: Monday to Friday (8:00 am – 5:00 pm)  
 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	Jehan U. Gerardo, Ph.D.	Scholarship Form
2	Fills out the 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	Jehan U. Gerardo, Ph.D.	Scholarship Form
3	Seeks approval of the OSSW Campus Coordinator	Evaluates scholarship application; Approves scholarship application	10 - minutes	None	Jehan U. Gerardo, Ph.D.	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)		Jehan U. Gerardo, Ph.D.	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: Monday to Friday (8:00 am – 5:00 pm)  
 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	Jehan U. Gerardo, Ph.D.	None
2	Seeks for the signature of OSSW Campus Coordinator	Signs certification	3 - 5 minutes	None	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### STUDENT DISCIPLINE AND INVESTIGATION OF STUDENT CASES

Schedule of Availability of Service: Monday to Friday (8:00 am – 5:00 pm)  
 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	Jehan U. Gerardo, Ph.D.	None
2	Waits for the processing of the service	Creates student Tribunal	1 day	None	Jehan U. Gerardo, Ph.D.	None
3	Waits for the processing of the service	Conducts Preliminary Inquiry upon receipt of complaint/ report	½ day	None	Jehan U. Gerardo, Ph.D.	None
4	Receives formal charge	Issues formal charge	½ day	None	Jehan U. Gerardo, Ph.D.	None
5	Submits formal written answer	Receives formal written answer	2 – 3 minutes	None	Jehan U. Gerardo, Ph.D.	None
6	Receives notice of hearing	Notifies respondents for date/s of hearing	½ day	None	Jehan U. Gerardo, Ph.D.	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 - Monday to Friday (8:00 am – 5:00 pm)  
 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	Janilette Cotez, MAEM Jehan U. Gerardo, Ph.D.	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	Janilette Cotez, MAEM	Staff Application Form
3	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	Janilette Cotez, MAEM	None
4	Waits for the processing of the service	Approves Special Order re-composition of the Editorial Board	1 day	None	Janilette Cotez, MAEM Dolores C. Quebral - CEO	None
5	Waits for the processing of the service	Distributes copy of Special Order to qualified Editorial Board Staff	Half day	None	Janilette Cotez, MAEM	None
6	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	Janilette Cotez, MAEM Dolores C. Quebral - CEO	None

## STUDENTS SERVICE AND WELFARE

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>8</b>	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	Jehan U. Gerardo, Ph.D. Dolores C. Quebral - CEO	None
<b>9</b>	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	Jehan U. Gerardo, Ph.D.	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Student Services and Welfare

### GOVERNMENT/ PRIVATE SCHOLARSHIP

Schedule of Availability of Service: Monday to Friday (8:00 am – 5:00 pm)

Clients/Customers: Scholars

Duly accomplished Scholars Data Form; Photocopy of Enrolment/ Assessment Form

Requirement/s: 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	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	None
3	Presents the original copy of Enrolment Form	Stamps the original Enrolment Form with the scholarship grant	1 - minute	None	Jehan U. Gerardo, Ph.D.	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	Jehan U. Gerardo, Ph.D.	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: Monday to Friday (8:00 am – 5:00 pm)  
 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	Jehan U. Gerardo, Ph.D.	None
2	Seeks for the signature of OSSW Campus Coordinator	Signs Certification	3 – 5 minutes	None	Jehan U. Gerardo, Ph.D.	None

**\*End of Procedure\***