



STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services REQUEST FOR DIPLOMA

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Graduates
 Requirement/s: Documents Request Form (DRF)
 Processing Time: 7 – 9 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Request for Document Request Form (DRF) and accomplishes it	Provides the Document Request Form	2 – minute	None	LESLIE A. PANALIGAN	DRF
2	Submits accomplished Document Request Form (DRF)	Receives Document Request Form & checks status of client's record	2 – minute	None	LESLIE A. PANALIGAN	DRF
3	Receives DRF with assessed payment and pays to the Cashier	Indicates in the DRF the assessed fees	1 – minute	None	CASHIER	DRF
4	Returns DRF and submits Official Receipt of Payment to receive diploma	Receives DRF and Official Receipt	30 – minute	P 200.00 for 2 nd issuance	LESLIE A. PANALIGAN	DRF, OR
5	Retrieves DRF and returns on the on the scheduled date to receive diploma	Returns the DRF to the Client	1 – minute	None	CENTRAL OFFICE	DRF
6	On the scheduled date, submits the DRF to the releasing clerk and gets diploma	Receives DRF and release diploma; request client to sign in the logbook	3 – minutes	None	CENTRAL OFFICE	Diploma
End of Procedure						





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services

REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (First Issuance)

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Graduates
 Requirement/s: Documents Request Form (DRF), Terminal Clearance, Form 137; Transcript of Records – Transferees
 Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Request for Document Request Form (DRF) and Terminal Clearance Form and Accomplishes them	Provides the DRF and Terminal Clearance Form	5 – minute	None	LESLIE A. PANALIGAN	DRF, Terminal Clearance, Form 137 or Transcript of Records
2	Submits accomplished DRF and Clearance to Records in Charge	Receives DRF, Form 137 or OTR and Clearance; verifies the completeness and checks status of client	5 – 15 minutes	None	LESLIE A. PANALIGAN	DRF, Terminal Clearance, Form 137 or Transcript of Records
3	Receives DRF with assessed payment and pays to the Cashier	Indicates in DRF the assessed fees	1 – 2 minutes	P 50.00 per page	CASHIER	DRF
End of Procedure						





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services

REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (First Issuance)

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Graduates
 Requirement/s: Documents Request Form (DRF), Terminal Clearance, Form 137; Transcript of Records – Transferees
 Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
4	Returns DRF and submits Official Receipts (OR) of Payment to Registrar	Indicates in DRF the date for client to pick-up Official Transcript of Records	1-5 days	None	LESLIE A. PANALIGAN	DRF, OR
5	Returns DRF and submits Official Receipts (OR) of Payment to Registrar; Retrieves DRF and returns on the scheduled date to pick-up OTR	Returns to the client the DRF	2 – minute	None	LESLIE A. PANALIGAN	DRF
6	On the scheduled date, submits the DRF to the records in-charge and gets OTR	Receives DRF and gives OTR	1 - 2 minutes	None	LESLIE A. PANALIGAN	OTR
End of Procedure						





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services REQUEST OF CHED AUTHENTICATION (CAV/RED RIBBON)

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

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE		DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Pay Certification fee (CAV) to the Cashier	Receives payment and issues Official Receipt		2-4 – minute	P 45.00 – Diploma (3 sets) and OTR (3 sets) P 30.00 CAV	CASHIER	
2	Proceeds to the Registrar's Office , submits Official Receipt and photocopies of OTR and diploma	Receives and checks payment; verifies and authenticates OTR's/ Diploma; Prints Certificate of Authentication and Verification (CAV)		3 – 5 minutes	None	REGISTRAR	OR, TOR (photocopy) Diploma (photocopy)
3	Wait for the release of CAV and authenticated OTR and diploma	Signs CAV, OTR and Diploma		2- 4 - minute	None	REGISTRAR	CAV, OTR and Diploma
4	Receives the CAV and authenticated OTR and diploma	Release the CAV and requests the client to sign the logbook		2- 4 – minute	None	REGISTRAR	
End of Procedure							





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services EVALUATION OF REGULAR AND IRREGULAR STUDENTS

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Regular and Irregular Students
 Requirement/s: Students' Academic Records
 Regular Student: 5 – 10 minutes
 Irregular Students: 30 minutes – 1 hour
 Processing Time:

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Request for evaluation of Student's Academic Records	Evaluates the students' academic records	5 – 10 minutes (Regular Students) 30 minutes – 1 hour (Irregular Students)	None	REGISTRAR	Certificate of Grades of OTR, Subject Accreditation Form (For Transferees and Shifters)
End of Procedure						





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services EVALUATION OF REGULAR AND IRREGULAR STUDENTS

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Student Transferring to other School (Transferring-Out)
 Requirement/s: Student Clearance (Undergraduate)
 Processing Time: 20 – 30 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Gets and accomplishes Student Clearance for undergraduate and Request Form for Form 137 A	Provides the Document Request Form	1 - minute	None	LESLIE PANALIGAN	Student Clearance (undergraduate) Request Form
2	Pays certification and Transcript fee to the Cashier	Receives payment and issue Official Receipt	2 - 3 minutes	P 50.00/page of OTR; P 30.00 for Honorable Dismissal Form	CASHIER	OR
3	Proceeds to the Registrar's Office submits accomplished Clearance, Official Receipt (OR) and Form 137 A or Transcript of Records	Receives Clearance and Form 137A or OTR and verifies status of client record; Prints Honorable Dismissal and Certificate of Grades	51 – 25 minutes	None	LESLIE PANALIGAN	DRF, OR
4	Wait for the issuance of Transfer credentials. However, a scheduled date is calendared only during enrolment period	Signs Honorable Dismissal and Certificate of Grades	1 - minute	None	LESLIE PANALIGAN	Honorable Dismissal with Certification of Grades
5	Receives Transfer Credentials	Requires the client to sign in Logbook	1 - minute	None	LESLIE PANALIGAN	Transfer Credential
End of Procedure						





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services

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

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: Document Request Form (DRF)
 Processing Time: 4 – 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Pays certification to the Cashier	Receives payment and issue Official Receipt	1 - minute	P 30.00 Certificate of Grade, P 30.00 Enrolment and Billing; P20.00 Re-assessment	CASHIER	None
2	Proceeds to the Registrar's Office, submits Official Receipt and shows student ID	Receives and verifies receipt , retrieves, prints, sign and seals Certificate	2 - 3 minutes	None	LESLIE PANALIGAN	Certificate of Grade/ Enrolment and/or Re-assessment
3	Receives Certificate of Grades/ Enrollment and/or Re-assessment	Releases the certificate requested	1 - minute	None	LESLIE PANALIGAN	None
End of Procedure						





STUDENT RECORDS MANAGEMENT SERVICES

Student Records Management Services

REQUEST FOR OFFICIAL TRASCRIPT OF RECORDS (Re-Issuance)

Schedule of Availability of Service: 7:00 am to 11:00 am – 1:00pm to 5:00 pm (Monday - Friday)
 Clients/Customers: Graduates
 Requirement/s: Document Request Form (DRF)
 Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests for Document Request Form and accomplishes it	Provides the Document Request Form	1 - minute	None	LESLIE PANALIGAN	DRF
2	Submits accomplished DRF	Receives DRF; verifies the completeness and checks status of cliet record	2 - 3 minutes	None	LESLIE PANALIGAN	DRF
3	Receives DRF with assessed payment and pays to the Cashier	Indicates in DRF assessed fees	1 - minute	P 50.00/ page	CASHIER	Student Advising Form (SAF)





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 Clients/Customers: Graduates
 Requirement/s: Document Request Form (DRF)
 Processing Time: 8 – 11 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
4	Returns DRF and submits Official Receipt (OR) of Payment to the Registrar	Receives DRF and OR and Records-in-charge prints and signs OTR	3 - 5 minutes	None	LESLIE PANALIGAN	DRF, OR
5	Wait for the release of the OTR	Registrar sign OTR	1 - minute	None	LESLIE PANALIGAN	OTR
6	Receives OTR	Releases the OTR and asks the client to sign in the Logbook	1 - minute	None	CASHIER	OTR
End of Procedure						

