



# **CAGAYAN STATE UNIVERSITY**

## **CITIZEN'S CHARTER**

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# **CAGAYAN STATE UNIVERSITY**

**CARIG CAMPUS**

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## **I. MANDATE**

PRESIDENTIAL DECREE NO. 1436, series of 1978

“WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies”. Merging the Cagayan Valley College of Arts and Northern Luzon College of Agriculture into a state university, transferring the college level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

## **II. VISION**

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the science as well as technological and professional fields.

## **III. MISSION**

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

## **IV. SERVICE PLEDGE**

The Administrators, faculty members, and employees of the Cagayan State University do hereby pledge to render service as efficiently as the laws require and the circumstances may allow. We shall not unduly delay the processing of transactions and shall act on all requests for actions in the most expeditious manner possible in accordance with the provisions of our Citizen’s Charter and the provisions of law.

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# CAMPUS REGISTRAR OFFICE

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15. PROCEDURES FOR THE PROCESSING OF APPLICATION FOR GRADUATION

### 1. Procedures for the Enrollment of Freshmen

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Freshmen Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Profile/Socio-Economic Profile		Registrar's Office/College Dean's Office		
FHE Opt-in/Opt out Form				
Advising Form		College Dean's Office		
CSU-CAT Result		Admissions Office		
PSA/NSO Birth Certificate		Philippine Statistics Authority		
Form 138/Senior High School Card		Senior High School previously attended		
Good Moral Certificate				
Assessment Form		Registrar's Office		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceeds to the Dean's Office and submits the enrollment requirements	Interview applicants and reviews all the needed requirements.  Issues signed advising form	None	Processing time depends on the College	Program Chair/Dept. Chair
Proceed to the Registrar's Office and submit requirements.	Accepts enrollment credentials from new freshman and verifies requirements as to the completeness of the documents.	None	5 mins	Registrar's Staff
	Encodes the basic information of the new freshman in the E2E system.  Course register the student and enroll in the approved program by the College.	None	5 mins	Registrar's Staff
Receives the copy of assessment form	Print assessment document.  Releases printout of the assessment document  Files documents of freshmen	None	2 mins	Registrar's Staff
<b>Total Processing Time at the Registrar's Office</b>		<b>None</b>	<b>12 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Procedures for the Enrollment of Transferees

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Profile/Socio-Economic Profile		Registrar's Office/College Dean's Office		
FHE Opt-in/Opt out Form				
Advising Form		College Dean's Office		
CSU-CAT Result		Admissions Office		
PSA/NSO Birth Certificate		Philippine Statistics Authority		
Transcript of Records/Copy of Grades		College previously attended		
Honorable Dismissal				
Good Moral Certificate				
Subject Accreditation Form		Registrar's Office		
Assessment Form		Registrar's Office		
Official Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceeds to the Dean's Office and submits the enrollment requirements	Interview transferee and reviews all the needed requirements  Issues signed advising form	None	Processing time depends on the College	Program Chair/Dept. Chair
Proceed to the Registrar's Office and submit requirements.	Accepts enrollment credentials from transferees and verifies requirements as to the completeness of the documents.	None	4 mins	Registrar's Staff
	Encodes the basic information of the transferee in the E2E system.  Course register the student and enroll in the approved program by the College.	None	6 mins	Registrar's Staff
Receives the copy of assessment form	Print and releases printout of the assessment document  Files documents of transferees	None	2 mins	Registrar's Staff
<b>Total Processing Time at the Registrar's Office</b>		<b>None</b>	<b>12 minutes</b>	
<b>END OF TRANSACTION</b>				

### 3. Procedures for The Enrollment of Old Students

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Old Students		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Student Profile/Socio-Economic Profile			Student Online Portal	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Enlist through their online portal.  Waits for the approval of enrollment by the Program Chair	Checks the enlistment of the students.  Evaluates and approves the subjects to be enrolled by the student	None	Processing time depends on the College	Program Chair/Dept. Chair
Waits for the confirmation of their enrollment by the Registrar's Office.	Confirms the enrollment of students and sends the assessment to the student's online portal.	None	3 mins	Registrar's Staff
<b>Total Processing Time at the Registrar's Office</b>		<b>None</b>	<b>3 minutes</b>	
<b>END OF TRANSACTION</b>				

#### 4. Procedures for the First Issuance of Official Transcript of Records

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Complex/Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduates/Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Student Clearance		Registrar's Office		
Clerkship Clearance (for Medicine)		College Dean's Office		
Form 137 (for undergraduate students)		Senior High School previously attended		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID (if requested by a representative)		Client/Representative		
ADDITIONAL REMARKS		<b>Processing Time:</b> <b>20</b> working days: <b>records before 2009</b> <b>7</b> working days: <b>after 2009</b> upon submission of the Terminal clearance.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Provides the document request form (DRF)	None	1 min	Registrar's Staff
Submits the Accomplished DRF, terminal clearance (and clerkship clearance for Med), official receipt, Form 137 (for undergraduate students)	Accepts DRF, official receipt and terminal clearance for the processing of the TOR,  Form 137 (for undergraduate students)	PhP100 per page to be paid at the Cashiers Office	2 mins	Registrar's Staff
Receives the claim stub and returns on the scheduled date to pick-up the TOR.	Provides the claim stub and informs the client of the scheduled date to pick-up the TOR	None	2 mins	Registrar's Staff
	Retrieves and verifies the academic records of students from the system.	None	1 day	Registrar's Staff

	Prints, reviews, and signs the OTR.	None	2 mins	Campus Registrar
	The Campus Registrar signs the OTR	None	1 min	Campus Registrar
	Campus Executive Officer signs the OTR.			Campus Executive Officer
	Dry seals the OTR			Registrar's Staff
Presents claim stub on the scheduled date to pick-up the TOR	Verifies the claim stub and/or authorization letter; Gives OTR and requests the client to sign the logbook	None	2 mins	Registrar's Staff
<b>Total</b>		<b>PhP100 per page</b>	<b>7 working days(complex) 20 working days(highly technical)</b>	
<b>END OF TRANSACTION</b>				



### 5. Procedures for the Re-Issuance of Official Transcript of Records

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple/Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduates/Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID (if requested by a representative)		Client/Representative		
ADDITIONAL REMARKS		<b>Processing Time:</b> <b>7 working days : records before 2009</b> <b>3 working days : after 2009</b>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Provides the document request form (DRF)	None	1 min	Registrar's Staff
Submits the accomplished DRF and official receipt	Accepts DRF and official receipt	P100 per page to be paid at the Cashiers Office	2 mins	Registrar's Staff
Receives the claim stub and returns on the scheduled date to pick-up the TOR.	Gives the claim stub and informs the client of the scheduled date to pick-up the TOR	None	2 mins	Registrar's Staff
	Retrieves and verifies the academic records of students from the system.	None	5 mins	Registrar's Staff
	Prints, reviews, and signs the OTR.	None	2 mins	Registrar's Staff
	The Campus Registrar signs the OTR  Dry seals the OTR	None	2 mins	Campus Registrar  Registrar's Staff
Presents claim stub on the scheduled date to pick-up the TOR	Verifies claim stub and/or authorization letter; Gives OTR and	None	2 mins	Registrar's Staff



	requests the client to sign the logbook			
Total		PhP100 per page	3 working days(simple) 7 working days (complex)	
END OF TRANSACTION				

## 6. Procedures for the Re-Issuance of Diploma

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Authorization Letter and Photocopy of Valid ID(if requested by a representative)		Client/Representative		
<b>NOTARIZED AFFIDAVIT OF LOSS OR NON-POSSESSION OF DIPLOMA.</b> <i>The affidavit could include reasons such as the original diploma is lost, damaged, misplaced, or any other pertinent explanation.</i>		Client will prepare the affidavit for notarization by a notary public.		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Provides the document request form (DRF)	None	1 min	Registrar's Staff
Submits Accomplished DRF and official receipt	Accepts DRF and official receipt.	P300 to be paid at the Cashiers Office	2 mins	Registrar's Staff
Receives the claim stub and returns on the scheduled date to pick-up the diploma.	Gives the claim stub and informs the client of the scheduled date to pick-up the TOR	None	2 mins	Registrar's Staff
	Prints the diploma	None	2 mins	Registrar's Staff
	Reviews, and initially signs the Diploma	None	2 mins	Campus Registrar
Waits for the notification regarding the availability of the diploma	Signs the diploma	None	30 working days <u>(depending on the availability of the signatories)</u>	Campus Executive Officer; University Registrar; University President
	Retrieves the diploma from the	None		Registrar's Staff

	signatories (Campus Executive Office, University Registrar, and the University President)  Dry seals the Diploma and contact the requesting client.			
Presents claim stub on the scheduled date to pick-up the Diploma	Releases the diploma and requests the client to sign the logbook	None	2 mins	Registrar's Staff
<b>Total</b>		<b>PhP300</b>	<b>30 working days</b>	
<b>END OF TRANSACTION</b>				

## 7. Procedures for the Issuance of Certification of Grades/Certificate of Enrolment or Re-Assessment

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Currently Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Provides the DRF and payment slip	None	1 min	Registrar's Staff
Pays the certification fee at the Cashiers Office	Collects payment for the issuance of certification	P30.00	Processing time depends on the Cashier	Cashier's Staff
Submits payment slip and official receipt	Receives the official receipt and payment slip from the client	None	2 mins	Registrar's Staff
	Verifies and prints certification of grade/COE/assessment	None	3 mins	Registrar's Staff
	Signs the certification of grades/COE or Assessment	None	1 min	Registrar's Staff
	Dry seals the document	None	1 min	Registrar's Staff
	Issues the document/s after the client has signed the logbook	None	2 mins	Registrar's Staff
<b>Total</b>		<b>P30 per certification</b>	<b>10 minutes</b>	
<b>END OF TRANSACTION</b>				

### 8. Procedures for the Issuance of Certification of Authentication and Verification (CAV)

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request Form (DRF)		Registrar's Office		
Three (3) sets of clear photocopies of the transcript of records and diploma (black and white)		Personal copy of the Graduate		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID(if requested by a representative)		Client/Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceeds to the Registrar's Office	Issues Document Request Form to the requesting client.	None	1 min	Registrar's Staff
Pays the authentication fee	Collects payment for authentication.	P160 CAV P80 per page TOR and diploma	Processing time depends on the Cashier	Cashier's Staff
Submits the accomplished DRF and official receipt and photocopy of TOR and diploma (3 sets)	Receives the DRF from the client, Official Receipt and photocopy of diploma and OTR in three copies.	None	2 mins	Registrar's Staff
	Verifies the validity of the documents and confirms the records of the client in the system.	None	3 mins	Registrar's Staff
	Prepare, prints the Certificate of Authenticity and Verification and stamps the photocopies.	None	10 mins	Registrar's Staff
	Verifies and signs the CAV	None	2 mins	Campus Registrar

	Dry seals and releases the CAV	None	2 mins	Registrar's Staff
Total		P160 CAV P80/page authentication fee	20 minutes	
END OF TRANSACTION				

**9. Procedures for the Adding and Cancelling of Subjects**

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Officially Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Adding/Cancelling Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Issues Adding/Cancelling Form	None	1 min	Registrar's Staff
Proceeds at the Dean's Office	Approves the adding/cancelling of subjects.	None	Processing time depends on the College	Program Chair/Dept. Chair/College Dean
Submits approved adding/cancelling form	Receives the adding/cancelling and updates the subjects enrolled of the student in the system.	None	5 mins	Registrar's Staff
	Releases to the student the duplicate copy and files the Registrar's copy	None	3 mins	Registrar's Staff
<b>Total</b>		<b>P30 per certification</b>	<b>9 minutes</b>	
<b>END OF TRANSACTION</b>				



**10. Procedures for the Completion of Grades**

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Currently Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form  NOTE: Incomplete grade must be completed within a period of one(1) year immediately following the semester the incomplete grade is obtained.		Registrar's Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Issues completion form	None	1 min	Registrar's Staff
Complies with the requirements for the completion of grades	Releases or accomplishes and signs the completion form	None	Processing time depends on the College	Instructor/Faculty Dept/Chair College Dean
Pays the completion fee	Collects payment from the students	PhP30	Processing time depends on the Cashier	Cashiers Office
Submits the accomplished completion form and official receipt	Reviews and verifies the request for completion.	None	3 mins	Registrar's Staff
	Approves/disapproves the request for completion	None	1 min	Campus Registrar
	Reflects the changes on the record of the student.	None	5 mins	Registrar's Staff
	Files a Registrar's copy and releases to the student the approved duplicate copies (Student's and Dean's copies of the form)	None	2 mins	Registrar's Staff
Total		P30	12 minutes	
END OF TRANSACTION				

**11. Procedures for Dropping Out**

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Currently Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Drop-out Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Issues drop-out form	None	1 min	Registrar's Staff
Submits the accomplished drop-out form	Receives and verifies the validity of the drop-out form.	None	2 mins	Registrar's Staff
	Approves/Disapproves the drop-out form	None	1 min	Campus Registrar
	Enters the mark "OD" in all subjects registered by the student during the current semester.	None	3 min	Registrar's Staff
	Retains Registrar's copy and releases Student's and Dean's copies of the drop out form.	None	1 min	Registrar's Staff
<b>Total Processing Time at the Registrar's Office</b>		<b>None</b>	<b>8 minutes</b>	
<b>END OF TRANSACTION</b>				

**12. Procedures for the Authentication of Academic Records (TOR/DIPLOMA)**

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Clear photocopy of the transcript of records and/or diploma (black and white)		Personal copy of the Graduate		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID(if requested by a representative)		Client/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Issues Document Request Form to requesting client.	None	1 min	Registrar's Staff
Pays the authentication fee	Collects payment for authentication.	P80 per page TOR and diploma	Processing time depends on the Cashier	Cashier's Staff
Submits accomplished DRF and official receipt and photocopy of TOR and/or diploma	Receives DRF from the client, Official Receipt and photocopy of diploma and OTR in three copies.	None	2 mins	Registrar's Staff
	Verifies the validity of the documents and confirms the records of the client in the system.	None	8 mins	Registrar's Staff
	Stamps the photocopies of the TOR and Diploma.	None	3 mins	Registrar's Staff
	Signs and authenticates the TOR /Diploma	None	3 mins	Campus Registrar
	Dry seals and releases the authenticated copy	None	3 mins	Registrar's Staff
<b>Total</b>		<b>P80 per page</b>	<b>20 minutes</b>	
<b>END OF TRANSACTION</b>				

**13. Procedures for the Issuance of Transfer Credentials**

<b>Office or Division:</b>	Campus Registrar Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Graduates/Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Student Clearance		Registrar's Office		
Form 137 (for undergraduate students) Request letter (graduates)		Senior High School previous enrolled School currently enrolled		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Issues Document Request Form to requesting client.	None	1 min	Registrar's Staff
Pay the transfer credentials fee	Collects payment for transfer credentials	HD Fee -120.00 COG – 30.00 TOR Fee-Php80 per page	Processing time depends on the Cashier	Cashier's Office
Submits accomplished DRF, official receipt, student clearance and Form 137 (for undergraduate students) and photocopy of TOR and/or diploma	Receives DRF, student clearance official receipt and Form 137 from the client.	None	1 min	Registrar's Staff
	Verifies the records of the student in the system and prints the certification of grades.	None	7 mins	Registrar's Staff
	Prepares and prints the Certificate of Transfer	None	7 mins	Registrar's Staff
	Signs the certification of grades and certificate of transfer	None	1 min	Campus Registrar
	Dry seals the Certification of Grades and Certificate of Transfer	None	2 mins	Registrar's Staff

	Releases the transfer credentials after the client has signed the logbook	None	1 min	Registrar's Staff
<b>Total</b>		<b>P150.00</b>	<b>20 minutes</b>	
<b>END OF TRANSACTION</b>				

**14. Procedures for the Issuance of Certificate of Graduation/GWA/Class Ranking or Medium of Instruction**

<b>Office or Division:</b>		Campus Registrar Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduates/Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Authorization Letter and Photocopy of Valid ID(if requested by a representative)		Client/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Issues Document Request Form to requesting client.	None	1 min	Registrar's Staff
Pay the certification fee	Collects payment for the certification fee	PhP120.00	Processing time depends on the Cashier	Cashier's Office
Submits accomplished DRF and official receipt.	Receives DRF, and official receipt from the client.	None	1 mins	Registrar's Staff
	Verifies the records of the student and prints the certification.	None	10 mins	Registrar's Staff
	Signs the requested certification.	None	1 min	Campus Registrar
	Dry seals the Certification	None	1 min	Registrar's Staff
	Releases the requested certification after the client has signed the logbook.	None	1 min	Registrar's Staff
<b>Total</b>		<b>P120.00</b>	<b>15 minutes</b>	
<b>END OF TRANSACTION</b>				

**15. Procedures for the Processing of Application for Graduation**

<b>Office or Division:</b>	Campus Registrar Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Officially Enrolled Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Graduation		Registrar's Office		
Evaluation Form		Program Chair's Office		
Form 137 (for SHS Grad only)		Senior High School previously enrolled		
OTR with remarks copy for CSU Carig (for transferees only)		School previously enrolled		
Photocopy of PSA/NSO Birth Certificate		Philippine Statistics Authority		
Approval Sheet (Thesis/Dissertation)		Panel Defense Committee		
Terminal Clearance (to be submitted 5 days before graduation)		Registrar's Office		
Application Form for Graduation		Registrar's Office		
Evaluation Form		Program Chair's Office		
Form 137 (for SHS Grad only)		Senior High School previously enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Registrar's Office	Receives application form for graduation from the students including the required documents.	None	1 min	Registrar's Staff
	Verifies the records of the students in the system and includes in the list of graduating students.	None	8 mins	Registrar's Staff
	Consolidates the list of graduating students of the different colleges.	None		Campus Registrar
<b>Total Processing Time at the Registrar's Office</b>		<b>None</b>	<b>9 minutes</b>	
<b>END OF TRANSACTION</b>				



# CAMPUS ACCOUNTING OFFICE

1. VALIDATION OF ENROLLMENT
2. ISSUANCE OF EXAMINATION PERMIT
3. SIGNING OF CERTIFICATE OF ENROLLMENT AND BILLING
4. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS
5. ADJUSTMENT OF ASSESSED FEES DUE TO SCHOLARSHIP DISCOUNTS  
OTHER THAN FREE HIGHER EDUCATION SUBSIDY
6. ADJUSTMENT OF ASSESSED FEES DUE TO PETITIONED SUBJECTS
7. ADJUSTMENT OF ASSESSED FEES DUE TO CANCELLATION OF ENROLLMENT  
AND DROPPING OF SUBJECT/S
8. PROCESSING OF REFUNDS TO STUDENTS
9. SIGNING OF STUDENT CLEARANCE (TERMINAL AND FOR TRANSFER)



## 1. Validation of Enrollment

This is a process by which students become officially enrolled in a given semester.

<b>Office or Division:</b>	Campus Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form – 1 Original Copy (Opt-Out)		Registrar's Office		
Assessment Slip – 1 Original Copy (Opt-In)		Registrar's Office		
Official Receipt – 1 Original copy (Opt-Out)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR OPT-OUT, MEDICINE, LAW AND GRADUATE SCHOOL STUDENTS				
Presents Assessment Form and Official Receipt.	Receives the Assessment Form and Official Receipt from the student.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Reconciles details between the assessment form and data in the Enrollment to Employment System (E2E)	None	4 minutes	Assessment Officer
	If reconciled, validates the enrollment.	None	1 minute	Assessment Officer
	Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	1 minute	Assessment Officer
Waits for the processing of the service.	If not reconciled, the Assessment Officer makes the necessary adjustment and re-prints the assessment form.  Stamps "Officially Enrolled" and affixes signature on the Assessment Form.		6 minutes	Assessment Officer
Receives the stamped assessment form.	Releases copy of Assessment Form to student.	None	30 seconds	Assessment Officer
<b>Total</b>		None	<b>13 minutes</b>	



			<b>30 seconds</b>	
FOR OPT-IN AND MEDICINE STUDENTS ON FULL SCHOLARSHIP				
Presents Assessment Slip.	Receives the Assessment Slip from the student.	None	1 minute	Assessment Officer
<b>Total</b>		<b>None</b>	<b>1 minute</b>	
<b>END OF TRANSACTION</b>				

## 2. Issuance of Examination Permit

This procedure is implemented to provide examination permit to officially enrolled students only and to ensure collection of fees required as of examination period.

<b>Office or Division:</b>	Campus Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form – 1 Original copy		Registrar's Office		
Official Receipt – 1 Original copy (Opt-Out)		Cashier's Office		
Promissory Note – 1 copy (required only if the students failed to pay)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR OPT-OUT, MEDICINE, LAW AND GRADUATE SCHOOL STUDENTS				
Presents Assessment Form and Official Receipt. (if Assessment Form is not available, client may present School ID)	Receives the Assessment Form and Official Receipt from the student.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Verifies balance of fees required to be paid for the examination period.  *Note: Promissory notes are accepted in case students cannot pay the required amount of fees.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	Prints and signs the examination permit.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	Stamps "PERMIT ISSUED" on the Assessment Form/Official Receipt of student.	None	1 minute	Assessment Officer
Receives the Assessment Form/Official Receipt and Permit	Releases the Permit and Assessment Form/Official Receipt	None	30 seconds	Assessment Officer
<b>TOTAL:</b>		None	10 minutes, 30 seconds	
FOR OPT-IN AND MEDICINE STUDENTS ON FULL SCHOLARSHIP				

Presents Assessment Form.  <i>(if Assessment Form is not available, client may present School ID)</i>	Receives the Assessment Form from the student.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Prints and signs the examination permit.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	Stamps "PERMIT ISSUED" on the Assessment Form/Official Receipt of the student.	None	1 minute	Assessment Officer
Receives the Assessment Form and Permit.	Releases the permit and Assessment Form/Official Receipt.	None	30 seconds	Assessment Officer
<b>Total</b>		<b>None</b>	<b>6 minutes, 30 seconds</b>	
<b>END OF TRANSACTION</b>				

### 3. Signing of Certificate of Enrollment and Billing

This is a process of ensuring that officially enrolled students are given correct certification upon request.

<b>Office or Division:</b>		Campus Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Enrollment and Billing – 1 Original copy		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents Certificate of Enrollment and Billing	Receives the Certification form issued by the Registrar's Office	None	1 minute	Assessment Officer
Waits for the processing of the service.	Verifies record of student with the E2E System.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	Assessment officer signs the Certification on behalf of the Accountant.	None	1 minute	Assessment Officer
Receives the Certificate of Enrollment and Billing, signs in the appropriate logbook.	Releases the signed Certification	None	1 minute	Assessment Officer
<b>Total</b>		<b>None</b>	<b>7 minutes</b>	
<b>END OF TRANSACTION</b>				

#### 4. Issuance of Statement of Accounts of Students

This is a process of ensuring that officially enrolled students are given updated statement of accounts.

<b>Office or Division:</b>		Campus Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Accounting Office		
Official Receipt - Original Copy		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out Request Form; presents accomplished Request Form and Official Receipt.	Receives the Request form and Official Receipt for the requested document from the student. Students must pay at the Cashier's Office.	₱30.00	1 minute	Assessment Officer
Waits for the processing of the service.	Verifies the student ledger in the E2E system. If correct, the Assessment Officer prints and signs the SOA.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	If not correct, The Assessment Officer makes the necessary adjustment.  Prints and signs the SOA.	None	8 minutes	Assessment Officer
Receives the SOA and signs in the appropriate logbook.	Releases the SOA to student.	None	1 minute	Assessment Officer
<b>Total</b>		<b>Php 30</b>	<b>14 minutes</b>	
<b>END OF TRANSACTION</b>				

### 5. Adjustment of Assessed Fees Due to Scholarship Discounts Other Than Free Higher Education Subsidy

This is a process of adjusting student's assessed fees due to scholarship discounts other than Free Higher Education subsidy.

<b>Office or Division:</b>		Campus Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form with Official Stamp of scholarship discount from Office of Student Development and Welfare (OSDW)		Registrar's Office, OSDW Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the Assessment Form.	Receives copy of Assessment Form from the student.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Verifies the validity of the claim.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	Updates the system's data with the necessary adjustment on the student's ledger.	None	8 minutes	Assessment Officer
Waits for the processing of the service.	Stamps "POSTED" on the Assessment Form.	None	1 minute	Assessment Officer
Receives a copy of the Assessment Form	Releases Assessment Form to student.	None	30 seconds	Assessment Officer
<b>Total</b>		<b>None</b>	<b>14 minutes, 30 Seconds</b>	
<b>END OF TRANSACTION</b>				

## 6. Adjustment of Assessment Due to Petitioned Subjects.

This procedure shall ensure that all petitioned subjects enrolled by students are assessed with correct fees.

<b>Office or Division:</b>		Campus Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form with Official Stamp of scholarship discount from Office of Student Development and Welfare (OSDW)		Registrar's Office, OSDW Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents approved petition letter.	Receives copy of approved petition letter from student/s.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Verifies with the HR Office the rate of Faculty who will handle the petition subject.  Makes a computation of the fees for the petitioned subject.	None	20 minutes	Assessment Officer
Receives the approved petition letter and proceeds to the Registrar's Office for enrollment.	Returns the approved petition letter with the necessary computation of fees to the student and advise the student to proceed to the Registrar's Office for the enrollment.	None	1 minute	Assessment Officer
<b>Total</b>		<b>None</b>	<b>22 minutes</b>	
<b>END OF TRANSACTION</b>				



## 7. Adjustment of Fees Due to Cancellation of Enrollment and Dropping of Subject

This is a process of ensuring that adjustment of fees of students due to cancellation of enrollment and dropping of subject is valid and authorized.

<b>Office or Division:</b>		Campus Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Drop-out Form – 1 original copy		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the Drop-Out Form.	Receives the drop-out form from the student.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Verify the completeness and validity of the drop-out form.	None	4 minutes	Assessment Officer
Waits for the processing of the service.	If not complete and invalid, informs the student on the necessary action/s to take in order for the drop-out form to be valid;	None	4 minutes	Assessment Officer
Waits for the processing of the service.	If complete and valid, makes the necessary adjustment on the student's ledger (E2E);	None	4 minutes	Assessment Officer
Receives the information on the updated fees.	Inform the student on the updated fees.	None	1 minute	Assessment Officer
<b>Total</b>		<b>None</b>	<b>22 minutes</b>	
<b>END OF TRANSACTION</b>				

## 8. Processing of Refunds for Students

This is a process of ensuring that claims for refunds of students are valid, accurate and with complete supporting documents and that overpayment of students are being refunded to them.

<b>Office or Division:</b>	Accounting Office – Assessment Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail:</b>	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Assessment Form – 1 Original Copy	Registrar's Office
Official Receipt – Original	Cashier's Office
Request for Form	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out Request Form; Presents accomplished Request Form, Assessment Form and Official Receipt.	Receives the accomplished Request Form, Assessment Form and Official Receipt from the student.	None	1 minute	Assessment Officer
Waits for the processing of the service.	Verifies the validity of the claim and completeness of supporting documents.	None	8 minutes	Assessment Officer
	Informs client if the claim is not valid, and if the supporting documents are incomplete.	None	4 minutes	Assessment Officer
	If the claim is valid and complete, accepts the documents for processing.	None	1 minute	Assessment Officer
	Prepares disbursement voucher (DV) and records in the releasing logbook.	None	8 minutes	Assessment Officer
Writes contact number on the Disbursement Voucher.	Informs the student that he/she will be notified by the Cashier when the check is ready for release.	None	4 minutes	Assessment Officer
<b>Total</b>		<b>None</b>	<b>26 minutes</b>	
<b>END OF TRANSACTION</b>				

### 9. Signing of Student Clearance (Terminal and for Transfer)

This is a process of ensuring that student has fully settled his/her school fees and other financial obligation to the university before signing the clearance.

<b>Office or Division:</b>		Accounting Office – Assessment Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Clearance Form – 1 copy		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Waits for the processing of the service.	Verifies on the database if the student has no balance and has paid all the required fees. If fully settled, signs the clearance for and on behalf of the Accountant.	None	4 minutes	Assessment Officer
Receives the information on the unpaid balance	If otherwise, informs the student to settle the balance at the Cashier's Office.	None	4 minutes	Assessment Officer
Presents the official receipt.	Receives official receipt. If account is fully settled, signs the clearance for and on behalf of the Accountant.	None	1 minute	Assessment Officer
Receives the Signed Clearance Form; Signs in the appropriate logbook.	Returns the Signed clearance form to the student.	None	2 minutes	Assessment Officer
<b>Total</b>		<b>None</b>	<b>12 minutes</b>	
<b>END OF TRANSACTION</b>				



# CAMPUS CASHIER OFFICE

1. COLLECTION OF FEES
2. RELEASING OF CASH
3. RELEASING OF CHECKS

**1. Collection of Fees**

<b>Office or Division:</b>		Campus Cashier Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students and Outside Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment of Fees/Order of Payment		Cashier Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents Assessment of Fees or duly accomplished Order of Payment	Receives Assessment of Fees/Order of Payment and fills out Official Receipt	None	1 min	Cashier staff
Pays amount indicated in the Assessment of Fees/Order of Payment	Receives the money and counts the payment	None	1 min	Cashier staff
Receives Official Receipt/ Change	Signs & issues Official Receipt and gives the change (if necessary)	None	1 min	Cashier staff
<b>TOTAL</b>		<b>NONE</b>	<b>9 mins</b>	
<b>END OF TRANSACTION</b>				

**2. Releasing of Cash**

<b>Office or Division:</b>		Campus Cashier Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Staff and Outside Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card for Students and any valid I.D. for other clients		Cashier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents any valid IDs for outside clients and school I.D. for Faculty, administrative staff and Students; authorization/special power of attorney for representative	Requires clients to sign in the Payroll (2 copies)	None	1 min	Cashier staff
Receives money	Counts and releases money	None	1 min	Cashier staff
<b>TOTAL</b>		<b>NONE</b>	<b>2 mins</b>	
<b>END OF TRANSACTION</b>				

**3. Releasing of Checks**

<b>Office or Division:</b>		Campus Cashier Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Staff and Outside Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card for Students and any valid I.D. for other clients		Cashier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents any valid ID's for suppliers and school I.D. for faculty, administrative staff and students; authorization/special power of attorney for representative	Requires clients to sign with printed name the Received Payment box of the disbursement Voucher (2 copies).	None	1 min	Cashier staff
Issues Official Receipt (for Suppliers, Remittances and Billings)	Receives Official Receipt (for Suppliers, Remittances and Billings)	None	1 min	Cashier staff
Receives check	Releases check	None	1 min	Cashier staff
<b>TOTAL</b>		<b>NONE</b>	<b>3 mins</b>	
<b>END OF TRANSACTION</b>				



# CAMPUS SUPPLY OFFICE

1. PROCUREMENT
2. REQUISITION AND ISSUANCE OF OFFICE SUPPLIES



## 1. Procurement

Acquisition of supplies, materials and equipment

<b>Office or Division:</b>	Campus Supply Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business Entity, G2G – Government to Government			
<b>Who may Avail:</b>	Faculty and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Purchase Request		Supply office		
Doc. 2 – Abstract of Quotation		Bids and Awards Committee		
Doc 3 – Purchase Order		Supply Office		
Doc. 4 – Inspection and Acceptance Report		Supply Office		
Doc. 5 – Pre-Repair Inspection		TWG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request of PR Control	Receives approved Purchase Request (PR) signed by the CEO for the budget office Provides PR Control numbers and logs the PR Forwards the PR to the BAC after having seen to completeness of the required documents	None	10 minutes	Supply Officer, Supply Staff
Submits signed Abstract of quotation, RFQ, BAC Resolution, earmarked and approved Purchase Request	Receives and reviews the assigned Abstract of Quotation, Request for Quotation, earmarked and approved PR	none	10 minutes	Supply Officer, Supply Staff
	Prepares Purchase Order (PO) or Job Order (JO), provides control numbers and logs the PO	none	45 minutes	Supply Staff
	Forwards the PO or JO to the Office of CEO	none	15 minutes	Supply Staff
	Receives approved JO or PO from the Accounting Office	none	5 minutes	Supply Staff
	Serves approved JO or PO to suppliers	none	20 minutes	Supply Officer, Admin. Aide VI
	Receives delivery of supplies, materials, equipment from suppliers	none	15 minutes	Property Custodian, Storekeeper
	Request for inspection from the end-users and inspection officer then	none	15 minutes	End User, TWG
	Supply Officer accepts the deliveries	none		Supply Officer
Receives supplies/materials/equipment	3. Issues supplies/materials/equipment to end-users	none	15 minutes	Property Custodian, Storekeeper
	Prepares disbursement vouchers payable to suppliers	none	20 minutes	Supply Staff



	Forwards disbursement vouchers to Accounting Office	none	10 minutes	Supply Staff
Total		None	3 hrs/180 mins	
END OF TRANSACTION				

## 2. Requisition and Issuance of Office Supplies

Issuance of supplies to Requisitioning office

<b>Office or Division:</b>		Campus Supply Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		All Colleges and offices of Carig Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Requisition and Issue Slip (RIS)		Doc. 1 – Requisition and Issue Slip (RIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for office supplies	Prepares RIS in three copies. The RIS shall be distributed as follows: Copy 1-Accounting unit Copy 2- Requisitioning unit Copy 3- Supply Office	none	3 minutes	Storekeeper
Fills-out all the necessary information except for the "Issue" column of the RIS. Initials in the "Requested by" portion and forwards the RIS to authorized official	Determines the reasonableness of the quantity and nature of item/s being requested and ensures that the same does not exceed the planned usage for the period. Signs the "Approved by" portion of the RIS	none	2 minutes	Supply Officer
Submits the filled-out RIS.	Reviews and verifies the completeness of information. Indicate a check "?" mark in the "Stock Available? Yes" column, if item/s being requisitioned is/are available on stock, or "X" in the "Stock Available? No" column if not available. If item/s requisitioned is/are available, issues the item/s requisitioned, indicates the quantity issued in the "Issued-Quantity" column and any remarks in the "Issued Remarks" column, and signs the "Issued by" portion. If item/s requisitioned is/are not available, require the Requisitioning Unit for the preparation of the PR.	none	2 minutes	Property Custodian/Storekeeper
Receives supplies/equipment	Issues supplies/equipment requested and signs in the	none	3 minutes	Storekeeper



nt requested and signs in the "Received by" portion of the RIS as the case may be.	"Issued by" portion of the RIS as the case may be.			
TOTAL		NONE	10 mins	
END OF TRANSACTION				



# **BIDS AND AWARDS COMMITTEE AND THE SECRETARIAT**

- 1. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING**
- 2. GOVERNMENT PROCUREMENT – ALTERNATIVE METHODS OF  
PROCUREMENT**





	bid meeting with interested contractors / suppliers / consultants.			
	8. Schedule and organize meeting for the submission and opening of bids.	None		BAC Secretariat
	9. Prepare minutes of the meeting.	None		BAC Secretariat
	10. Update Supplemental Bid Bulletin (to be posted in PhilGEPS at least 7 C.D. prior to deadline for submission of bids).	None	12 calendar days	BAC Chair and Members / BAC Secretariat
	<b><i>After the pre-bid conference, prospective bidders prepare their bidding documents</i></b>			
	11. Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged.	None	1 working day	BAC Chair and Members / BAC Secretariat
	12. Conduct opening of bids and bid evaluation.	None		
	13. Prepare minutes of the meeting.			
	14. Post-qualify the bidder with lowest calculated bid.	None	5 working days	BAC Chair and Members / BAC Secretariat / TWG
	15. Recommend to the HoPE the award of contract to the bidder with the lowest calculated	None	3 working days	BAC Chair and Members / HoPE



	responsive bid.			
	17. Approve the Resolution / Issue the Notice of award.	None	3 working days	HoPE
	18. Contract Preparation and Signing.	None	3 working days	HoPE
	19. Approval of contract of Higher Authority.	None	3 working days	HoPE
	20. Issue the Notice to Proceed.	None	3 working days	HoPE
	21. Post the Notice of Award in PhilGEPS.	None	1 working day	BAC Secretariat
	22. Post the Notice to Proceed and the approved contract in PhilGEPS	None		
<b>TOTAL</b>		<b>NONE</b>	<b>46 working days</b>	
<b>END OF TRANSACTION</b>				





## 2. Government Procurement – Alternative Methods of Procurement

Procurement of Goods, Infrastructure Projects and Consulting Services

<b>Office or Division:</b>		Bids and Awards Committee and The Secretariat		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business, G2G – Government to Government, G2C – Government to Citizen		
<b>Who may Avail:</b>		All end-user of purchase request		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 – PPMP		Office of Purchase Request / End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	5 minutes	BAC Secretariat
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None	10 minutes	BAC Secretariat
	3. Prepare and route Resolution to BAC members for signature.	None	1 working day	BAC Secretariat
	4. Prepare the Request for Quotation.	None	10 minutes	BAC Secretariat
	5. Except for those with ABCs equal to Fifty Thousand Pesos (50,000.00) and below, RFQs shall be posted for a period of three (3) calendar days in the PhilGEPS website, website of the Procuring Entity, if	None	5 working days	BAC Secretariat



	available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity.			
	6. Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	5 working days	BAC Secretariat
	7. Retrieve the Request for Quotation.	None		BAC Secretariat
	8. Evaluate the Request for Quotations through a meeting.	None	1 working day	BAC Chair and Members / BAC Secretariat
	9. Prepare and route the Abstract of Quotation for signing of BAC members.	None	1 working day	BAC Chair and Members / BAC Secretariat
	10. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	2 working days	BAC Chair and Members / HoPE
	11. Transmit the Abstract of Quotation to Supply office.	None	1 working day	BAC Secretariat
<b>TOTAL</b>		<b>NONE</b>	<b>16 working days, and 25 minutes</b>	
<b>END OF TRANSACTION</b>				



# **COUNSELING AND CAREER SERVICES OFFICE**

- 1. COUNSELING SERVICE**
- 2. EXIT INTERVIEW**



## 1. Counseling Service

Counseling refers to the guidance service wherein the counselor assists the counselees in the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs.

<b>Office or Division:</b>		Counseling and Career Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Intake Form		Counseling and Career Services Office		
Feedback Form		Counseling and Career Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the Guidance Counselor of the purpose of the visit	Guidance counselor asks client to fill-out the intake form and consent form (if needed)	None	10 minutes	Guidance Counselor CCSO
Undergoes the counseling session	Conducts counseling	None	45 minutes	Guidance Counselor CCSO
Signs in the office logbook	Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable  Assists in signing the office logbook  Files Intake Form	None	5 minutes	Guidance Counselor CCSO
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour</b>	
<b>END OF TRANSACTION</b>				

## 2. Exit Interview

EXIT INTERVIEW refers to the guidance activity wherein outgoing students are given assistance in relation to their choices to drop or transfer.

<b>Office or Division:</b>		Counseling and Career Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students who are dropping or transferring		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exit Interview Form		Counseling and Career Services Office		
Feedback Form		Counseling and Career Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the Guidance Counselor of the purpose of the visit	Assists the students in filling-out the Exit Interview Form.	None	3 minutes	Guidance Counselor CCSO Assistant Guidance Staff CCSO
Fills out the form	Guides in filling out the form and interviews the student	None	20 minutes	Guidance Counselor CCSO Assistant Guidance Staff CCSO
Evaluates the service rendered and	Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey	None	5 minutes	Guidance Counselor CCSO Assistant Guidance Staff CCSO
Signs in the office logbook	Form and assists in signing the office logbook  Files the accomplished exit interview form	None	2 minutes	Guidance Counselor CCSO Assistant Guidance Staff CCSO
<b>TOTAL</b>		<b>NONE</b>	<b>30 mins</b>	
<b>END OF TRANSACTION</b>				



# OFFICE OF STUDENT DEVELOPMENT AND WELFARE

1. APPLICATION OF EMPLOYEE'S GRANT
2. RELEASE OF INTERNALLY FUNDED GRANTS (FINANCIAL INCENTIVE PROGRAM)
3. PROCESSING OF FINANCIAL ASSISTANCE FOR EXTERNALLY FUNDED GRANTS (TES, TDP, PRIVATE SCHOLARSHIP/GRANT)
4. CLAIMS FROM THE STUDENT MUTUAL AID FUND PROGRAMS (SMAFP)
5. ISSUANCE OF CERTIFICATION
6. ISSUANCE OF AFFIDAVIT OF LOSS OF ID
7. APPROVAL TO CONDUCT OF STUDENT ACTIVITIES
8. APPLICATION FOR STUDENT ASSISTANTS
9. STUDENT DISCIPLINARY CASES

## 1. Application of Employees' Grant

This procedure is aimed at facilitating student application for Employees' Grant

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Children of CSU Employees/Regular CSU Employees enrolled in the Graduate School, College of Law and College of Medicine			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc. 2 - Photocopy of Enrolment/Assessment form (1 copy)		CSU/Registrar's Office		
Doc. 3 - Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy – for new applicants)		CSU/Records Office/Human Resource Office		
Doc. 4 - Photocopy of School ID		CSU/IMC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook	1. Gives the Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	OSDW Coordinator /OSDW Staff OSDW
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness /correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	OSDW Coordinator /OSDW Staff OSDW
3. Presents the original copy of Enrolment/Assessment Form	3.1. Stamps the original copy of Enrolment/Assessment Form with OSDW facsimile 3. 2. Files the Scholar Data Form and the documentary requirements	None	5 minutes	OSDW Coordinator /OSDW Staff OSDW
<b>TOTAL</b>		<b>NONE</b>	<b>25 mins</b>	
<b>END OF TRANSACTION</b>				

## 2. Release of Internally Funded Grants (Financial Incentive Program)

This procedure facilitates the release of financial assistance of students for the Financial Incentive Program (Academic Grant, PWD Incentive, USCF Grant, Campus Publication Grant, Athletic Grant)

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students in the Undergraduate programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc. 2 - Latest Certification of grades with GWA (1 copy)		CSU/Registrar's Office		
Doc. 3 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc. 4 - Photocopy of School ID (1 copy)		CSU/IMC Office/Registrar's Office		
Doc. 5 – Photocopy of PWD ID (for PWD applicants only) (1 copy)		DSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook	1. Determines the Financial Incentive Program applied for; gives Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	OSDW Coordinator/ OSDW Staff OSDW
2. Fills out the Scholar Data Forms and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness/correctness of the accomplished Scholar Data Form and documents submitted	None	5 minutes	OSDW Coordinator/ OSDW Staff OSDW
3. Waits until the financial documentary	3.1. Prepares Payroll and Disbursement	None	(3 working days after the application)	OSDW Coordinator/ OSDW Staff





requirements have been processed	Voucher		period)	OSDW
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	OSDW Coordinator OSDW
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	10 minutes	OSDW Coordinator/ OSDW Staff OSDW
	3.4. Obligates the amount in the payroll and forwards to CDAA Office	None	5 minutes	Budget Office Staff /BUDGET OFFICE
	3.5. Receives the Obligation Request	None	2 minutes	CDAA Office Staff /CDAA OFFICE
	3.6. Signs the Obligation Request	None	2 minutes	CDAA Director
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	CDAA Office Staff /CDAA OFFICE
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	30 minutes	OSDW Coordinator/ OSDW Staff OSDW
<b>TOTAL</b>		<b>NONE</b>	<b>3 days, 1hr and 9 mins</b>	
<b>END OF TRANSACTION</b>				

### 3. Processing of Financial Assistance for Externally Funded Grants (TES, TDP, Private Scholarship/Grant)

This procedure facilitates the release of financial assistance to grantees of externally funded grants.

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students in the Undergraduate programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - photocopy of Senior High School Card for first year students/Latest Certification of grades for 2 <sup>nd</sup> to 4 <sup>th</sup> year students (1 copy)		DEPED/Secondary School - Principal's Office CSU/Registrar's Office		
Doc. 2 - Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc. 3 - Colored Photocopy of School ID (1 copy)		CSU/IMC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Client/Visitor's Logbook	1. Checks the name of the student from the Master list provided by the scholarship provider and provides checklist of the documentary requirements	None	5 minutes	OSDW Coordinator/ OSDW Staff OSDW
2. Submits documentary requirements	2. Receives and checks the completeness/correctness of documents submitted	None	5 minutes	OSDW Coordinator/ OSDW Staff OSDW
3. Waits until the financial documentary requirements have been processed	3.1. Prepares Disbursement voucher per grantee	None	1 day	OSDW Coordinator/ OSDW Staff OSDW
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	OSDW Coordinator OSDW
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	10 minutes	OSDW Coordinator/ OSDW Staff OSDW
	3.4. Obligates the amount in the payroll and forwards to CDAA	None	10 minutes	Budget Office Staff Budget Office



	office			
	3.5. Receives the Obligation Request	None	2 minutes	CDAA Office Staff/CDAA Office
	3.6. Signs the Obligation Request	None	2 minutes	CDAA Director
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	CDAA Office Staff/CDAA Office
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	30 minutes	OSDW Coordinator/ OSDW Staff OSDW
<b>TOTAL</b>		<b>NONE</b>	<b>1 days, 1 hour and 14 minutes</b>	
<b>END OF TRANSACTION</b>				

#### 4. Claims From The Student Mutual Aid Fund Program (SMAFP)

This procedure is aimed at facilitating the release of financial benefits from the student mutual aid fund

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Currently enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Student Mutual Aid Fund Form (1 copy)		CSU-OSDW		
Doc. 2 - Photocopy of Enrolment/Assessment Form (1 copy)		CSU-Registrar's Office		
Doc. 3 - Incident Report/Medical Abstract (for Medical assistance) 1 (copy)		PNP/Hospital		
Doc. 4 – Medical certificate (1 copy)		Hospital/Clinic		
Doc. 5 – Official receipts (for Medical assistance)				
Doc. 6 - Death Certificate (for death claim) (1 copy)		PSA		
Doc. 7 - Photocopy of Birth Certificate (for death claim) (1 copy)		PSA		
Doc. 8 - Marriage Certificate (if deceased student is married) (1 copy)		PSA		
Doc. 9 – Special Power of Attorney of the legal guardian of the deceased student (1 copy)		Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the Client/Visitor's Logbook. Submits accomplished SMAP form and supporting documents for the claim	1. Receives and checks the completeness/ correctness of the accomplished SMAP Form and documents submitted	None	10 minutes	OSDW Coordinator/ OSDW Staff OSDW
2.Waits until the financial documentary requirements have been processed	2.1. Facilitates the affixing of signature of the campus officials in the SMAP Form	None	10 minutes	OSDW Coordinator/ OSDW Staff OSDW
	2.2. Submits the accomplished SMAP Form at OSDW Central for processing	None	2 minutes	OSDW Coordinator/ OSDW Staff OSDW
	2.3. Signs the SMAP Form	None	2 minutes	OSDW Director OSDW
	2.4. Forwards the SMAP Form to the University Clinic for assessment and	None	5 minutes	OSDW Central Staff OSDW



	signature			
	2.5. Gets the signed SMAP form from the University Clinic	None	5 minutes	OSDW Central Staff OSDW
	2.6. Forwards the SMAP Form to the Office of the Director of Finance for signature	None	5 minutes	OSDW Central Staff OSDW
	2.7. Gets the signed SMAP form from the Office of the Director for Finance	None	5 minutes	OSDW Central Staff OSDW
	2.8. Forwards the SMAP Form to the Office of the University President for signature	None	5 minutes	OSDW Central Staff OSDW
	2.9. Gets the signed SMAP form from the Office of the President	None	5 minutes	OSDW Central Staff OSDW
	2.10. Prepares the disbursement voucher	None	5 minutes	OSDW Central Staff OSDW
	2.11. Signs the disbursement voucher	None	2 minutes	OSDW Director OSDW
3. Waits for the final notice from the OSDW regarding the release of medical assistance/death claim.	3. Informs OSDW Coordinator/claimant/guardian on the availability of check through text messages, messenger, or home visitation	None	20 minutes	OSDW Central Staff OSDW
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 21 minutes</b>	
<b>END OF TRANSACTION</b>				

## 5. Issuance of Certification

This procedure covers the request of certification (good moral character, non- enjoyment of scholarship, others)

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Currently enrolled and graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Request Form for certification (1 copy)		CSU/OSDW		
Doc. 2 - Official Receipt (for certification of good moral character)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook	1.1. Gives the Request Form for Certification for request for Certification of Good Moral/Other certification	30.00	3 minutes	OSDW Coordinator/ OSDW Staff OSDW
2. Fills out the Request Form	2.1. Receives the accomplished Request Form	None	2 minutes	OSDW Coordinator/ OSDW Staff OSDW
	0. Checks the scholars' database Checks files on disciplinary cases	None	5 minutes	OSDW Coordinator/ OSDW Staff OSDW
	2.3. Prepares the certification	None	5 minutes	OSDW Coordinator/ OSDW Staff OSDW
	2.4. Signs the Certification	None	2 minutes	OSDW Coordinator OSDW
3. Receives the Certification	3.1. Issues the Certification	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
<b>TOTAL</b>		<b>Php 30</b>	<b>20 mins</b>	
<b>END OF TRANSACTION</b>				



## 6. Issuance of Affidavit of Loss of ID

This procedure is intended for those students who lost their school identification card.

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Currently enrolled students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Letter (Address to the Campus OSDW Coordinator and Noted by the Dean)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook	1.1. Receives the Letter from the student and Gives the affidavit of Loss of ID Form.	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
2. Fills out the affidavit of Loss of ID Form	2.1. Receives the accomplished Request Form	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
	2.2. Signed the form (Attested)	None	1 minute	College Dean
	2.3. Signed the form (Noted)	None	1 minute	OSDW Coordinator
	2.4. Files the Letter	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
<b>TOTAL</b>		<b>None</b>	<b>5 mins</b>	
<b>END OF TRANSACTION</b>				

## 7. Application for Student Assistantship

This procedure is intended to provide opportunities for students to work during their vacant time.

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Currently enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Student Assistant Form (1 copy)		CSU-OSDW		
Doc. 2 - Letter (Address to the Campus Executive Officer and endorse by the Campus OSDW Director)				
Doc. 3 - Photocopy of Enrolment/Assessment Form (1 copy)		CSU-Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook	1.1. Receives the documentary requirement from the student.	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
2. Fills out Student Assistant Form	2.1 Receives and checks the completeness/ correctness of the accomplished SA Form and documents submitted	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
	2.2 Schedules the conduct of interview	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW
	2.3 Interviews the Student Assistant Applicants	None	1 day	OSDW Coordinator
	2.4. Endorse the qualified SA applicants and request for an Office Order.	None	1 day	OSDW Coordinator
	2.5 The Campus Executive Officer issue Office Order	None	1 day	Campus Executive officer
	2.6 Issues approved Office Order to the concerned offices/students.	None	1 minute	OSDW Coordinator/ OSDW Staff OSDW





TOTAL	None	3 days and 4 mins	
END OF TRANSACTION			



## 8. Procedures on the Approval to Conduct Student Activities

This procedure is to ensure that all activities are properly coordinated and approved by the authorities.

<b>Office or Division:</b>	Office of Student Development and Welfare			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Student Leaders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Doc. 1 - Letter (Address to the Campus Executive Officer and endorse by the Campus OSDW Director)				
Doc. 2 – Concept Note				
Doc. 3 – Executive Summary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook	1.1. Receives and checks the letter or request and attachments if necessary such as budgetary requirements or activity plan/project proposal	None	3 minutes	OSDW Staff
	1.2. Review the Letter request and conducts short interview to the student leader	None	6 minutes	OSDW Coordinator
	1.3 Endorses the request and recommends the conduct of activity	None	1 minute	OSDW Coordinator
<b>TOTAL</b>		<b>None</b>	<b>10 mins</b>	
<b>END OF TRANSACTION</b>				

## 9. Student Disciplinary Cases

This procedure is to properly address cases of students starting from complaints at the College-level unit and its resolution

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Currently enrolled students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Complaint Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Visitor's/ Client Logbook and submits the complaint letter.	1.1. Receives the complaint and refers it to the College Dean	None	3 minutes	College Secretary
	1.2. Issues notice of summons to the respondent/s and submit his/her counter affidavit	None	10 minutes	College Dean
	1.3 Issues notice of hearing to the complainant/s and respondent/s	None	10 minutes	College Dean
	1.4. Conducts the hearing between the complainant/s and respondent/s	None	3 days	College Dean
	1.5. Informs the complainant/s and respondent/s about the resolution of the case;  Whether the complainant is satisfied with the decision.  <b>If YES,</b> The case is resolved.  <b>If No,</b> The Complainant/s or Respondent/s files an appeal to the Campus Executive Officer through the Campus OSDW Coordinator  The Campus OSDW	None	10 minutes	College Dean



	<p>Coordinator convene the Student Tribunal</p> <p>The Student Tribunal studies the Committee report from the college</p> <p>Whether the complaint warrants for a formal investigation.</p> <p><b>If No,</b></p> <p>The case will be dismissed.</p> <p><b>If YES,</b></p> <p>Formal charge shall be filed and served to the respondent/s</p> <p>The Respondent/s shall be required to answer in writing and files counter affidavit</p> <p>Notice of hearing shall be issued to the parties</p> <p>A Decision will be made by the Student Tribunal</p> <p>Whether the complainant is satisfied with the decision of the Student Tribunal.</p> <p>The Campus OSDW Coordinator convene the Student Tribunal</p> <p>The Student Tribunal studies the Committee report from the college</p> <p>Whether the complaint warrants for a formal investigation.</p> <p><b>If No,</b></p> <p>The case will be dismissed.</p> <p><b>If YES,</b></p>		5 days		
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	<p>Formal charge shall be filed and served to the respondent/s;</p> <p>The Respondent/s shall be required to answer in writing and files counter affidavit;</p> <p>Notice of hearing shall be issued to the parties;</p> <p>A Decision will be made by the Student Tribunal</p> <p>Whether the complainant is satisfied with the decision of the Student Tribunal.</p> <p>Whether the complainant is satisfied with the decision of the Student Tribunal.</p> <p><b>If YES,</b></p> <p>The case is resolved.</p> <p><b>If No,</b> The Complainant/Respondent appeals to the President through the Campus OSDW Director;</p> <p>The Board of Regents will study the case and issues a Decision.</p>				
	<b>TOTAL</b>	<b>None</b>	<b>11 days and 33 mins</b>		
<b>END OF TRANSACTION</b>					



# LEARNING AND RESOURCES CENTER

1. ISSUANCE OF LIBRARY IDENTIFICATION CARD TO NEW STUDENTS & TRANSFEREES
2. ISSUANCE OF LIBRARY IDENTIFICATION CARD TO NEW COPY FOR LOST/DAMAGED
3. CIRCULATION SERVICES - BORROWING OF LIBRARY MATERIALS FOR ROOM/OVERNIGHT
4. CIRCULATION SERVICES - RETURNING OF LIBRARY MATERIALS
5. INTERLIBRARY LOAN SERVICES
6. UTILIZATION OF INTERNET SERVICES
7. USING OF FREE WI-FI
8. LIBRARY REFERENCE ASSISTANCE/GUIDANCE (BASIC ASSISTANCE)
9. LIBRARY REFERENCE ASSISTANCE/GUIDANCE (INTERMEDIATE ASSISTANCE)
10. LIBRARY REFERENCE ASSISTANCE/GUIDANCE (HIGHLY TECHNICAL)
11. VIRTUAL REFERENCE ASSISTANCE (GENERAL INQUIRIES & LOCATING MATERIALS)
12. VIRTUAL REFERENCE ASSISTANCE (IN-DEPTH RESEARCH ASSISTANCE)
13. DISCUSSION ROOM
14. EDUCATIONAL BOARD GAMES
15. ACQUISITION PROCESS OF LIBRARY RESOURCES

## 1. Issuance of Library Identification Card to New Students & Transferees

This covers the process of issuance of Borrower's Card to new students and transferees

<b>Office or Division:</b>	Learning and Resource Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Assessment Form		Students		
Borrower Profile Form		Fill up the Google Form thru OPAC/ ( <a href="https://docs.google.com/forms/d/e/1FAIpQLSeUdBRB MGQUVqqpuQdTRidwOu-Jq7LLZuvccTiOvydZExOUxA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSeUdBRB MGQUVqqpuQdTRidwOu-Jq7LLZuvccTiOvydZExOUxA/viewform</a> )		
1 x 1 ID picture		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Assessment Form and submits 1x1 ID picture	1.1. Verifies the Assessment Form if the Borrower's Card is included or issuance has been made.	None	30 seconds	Librarian/Staff
2. Fills out the Borrowers Profile Form	2.1. Advises the client to claim it as soon as their name appears on the list posted on the FB Page.	None	3 minutes	Librarian/Staff
	2.2. Generates the borrower's card on the template, prints the card, pastes the (1x1) ID picture and laminate the card.	None	6 days	Librarian/Staff
	2.3. Records the borrower's card in KOHA system and Attendance Monitoring System then posts in the FB Page.	None	1 day	Librarian/Staff
3. Signs in the log book for the issuance of borrower's card.	Issues the card.	None	1 minute	Librarian/Staff

	Note: In case of lost, issues their payment order form. Instruct the client to pay 90.00 to the Cashiers Office and presents the receipt to the librarian/ staff in-charge. Then proceed to step 2.			
<b>TOTAL</b>		<b>NONE</b>	<b>7 days, 4 minutes &amp; 30 seconds</b>	
<b>END OF TRANSACTION</b>				



This covers the process of issuance of Borrower's Card to new copy for lost/damaged

	(1 minute)			
	3.3. Records the borrower's card in KOHA system and Attendance Monitoring System then posts in the FB Page.	None	1 day	Librarian/Staff
4. Signs the Log Book for the Issuance of Borrower's Card	4.1. Issues the card.	None	1 minute	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>7 days &amp; 6 minutes</b>	
<b>END OF TRANSACTION</b>				

This covers the process of lending of library materials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<b>TOTAL</b>	<b>NONE</b>	<b>7 minutes &amp; 30 seconds</b>	
<b>END OF TRANSACTION</b>			

#### 4. Circulation Services - Returning of Library Materials

This covers the process of returning of borrowed library material

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Material		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed library material to the Librarian/Staff.	1.1. Check in the borrowed material utilizing the Koha Library System; verify the due date of the borrowed library materials; if overdue, issue a Payment Order Form and instruct the client to pay the overdue fine/penalty at the Cashier Office.	None	60 seconds	Librarian/Staff
2. Waits for the processing of the service.	2.1. Collates the book page by page to check if there are missing/damaged pages; Returns the library material in its proper shelf.	None	3 minutes	Librarian/Staff
3. Gets the borrower's card	3.1. Returns the library materials in its proper shelves	None	3 minutes	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>6 minutes &amp; 60 seconds</b>	
<b>END OF TRANSACTION</b>				

### 5. Interlibrary Loan Services

This covers the procedures in accommodating clients coming from other schools or institutions through referrals

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the referral letter to the librarian.	1.1. Receives and files the referral letter.	None	2 minutes	Librarian/Staff
2. Fills up the interlibrary loan services log sheet	2.1. Assists the client in searching information need.	None	3 minutes	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>5 minutes</b>	
<b>END OF TRANSACTION</b>				

## 6. Utilization of Internet Services

This covers the procedure in utilizing the available resources in the E-resource section.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in the attendance record and leaves the borrower's card at the counter	1.1. Receives the borrower's card.	None	10 seconds	Librarian/Staff
2. Leaves the Borrower's Card at the counter		None	10 seconds	Librarian/Staff
3. Looks for a vacant unit and utilize it.		None	10 seconds	Librarian/Staff
4. Affirms the computer terminal number to the E-Resource section in-charge upon exit.	4.1. Returns the borrower's card.	None	10 seconds	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>30 seconds</b>	
<b>END OF TRANSACTION</b>				

## 7. Using of Free Wi-Fi

This covers the procedure in using free Wi-Fi.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in the E-resource Log Sheet.	1.1. The Librarian/Staff will provide the password	None	30 seconds	Librarian/Staff
2. Connects to the Wi-Fi.		None	10 seconds	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>40 seconds</b>	
<b>END OF TRANSACTION</b>				



### 8. Library Reference Assistance/Guidance (Basic Assistance)

This covers the procedure in utilizing the reference assistance. For simple reference queries such as locating books, library policies, or general inquiries.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the librarian/staff and request assistance.	1.1. Verify client's library ID and provide instructions on using OPAC or locating materials.	None	2 minutes	Librarian/Library Staff
2. Search for materials using OPAC or physical catalog. Seek assistance if needed.	2.1. Guide the client in searching and interpreting results.	None	3 minutes	Librarian/Library Staff
3. Locate the book on the shelf or request assistance.	3.1. Assist in locating the book if needed.	None	5 minutes	Librarian/Library Staff
<b>TOTAL</b>		<b>NONE</b>	<b>40 seconds</b>	
<b>END OF TRANSACTION</b>				

### 9. Library Reference Assistance/Guidance (Intermediate Assistance)

This covers the procedure in utilizing the reference assistance. For subject-specific research guidance, database searches, and research consultations.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for subject-specific research guidance.	1.1. Verify client's library ID and research topic. Schedule a consultation if required.	None	5 minutes	Librarian/Library Staff
2. Discuss search strategies and preferred sources (books, journals, e-resources).	2.1. Recommend relevant library resources, databases, and search techniques.	None	1–2 days	Librarian/Library Staff
3. Conduct a guided search using databases or physical collections.	3.1. Assist in refining search results and retrieving materials.	None	1 day	Librarian/Library Staff
<b>TOTAL</b>		<b>NONE</b>	<b>3 days &amp; 5 minutes</b>	
<b>END OF TRANSACTION</b>				

**10. Library Reference Assistance/Guidance (High Technical)**

This covers the procedure in utilizing the reference assistance. For in-depth research needs such as thesis/dissertation support, archival research, and special collections access.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request for advanced research assistance.	1.1. Verify client's credentials and research need. Schedule an appointment if necessary.	None	5 minutes	Librarian/Library Staff
2. Attend a consultation session for in-depth research guidance.	2.1. Provide personalized research strategies, suggest authoritative sources, and assist with citations.	None	3–7 days	Librarian/Library Staff
3. Access special collections or restricted materials (if applicable).	3.1. Facilitate access based on library policies and guidelines.	None	5 days	Librarian/Library Staff
4. Follow up for additional research assistance (if necessary).	4.1. Review progress and provide further guidance.	None	2 days	Librarian/Library Staff
<b>TOTAL</b>		<b>NONE</b>	<b>5 to 10 days</b>	
<b>END OF TRANSACTION</b>				

### 11. Virtual Reference Assistance (General Inquiries & Locating Materials)

This covers the procedure in utilizing the Online Reference Assistance. For general reference inquiries, locating books, or requesting digital copies of available materials.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends their queries thru FB page/email account	1.1. The Librarian responds to the queries of the client.	None	5 minutes	Librarian/Staff
	1.2. The Librarian locates the material and sends to the client. When the right material is not available, the Librarian suggests some related materials to the client.	None	5 minutes	Librarian/Staff
	1.3. The Librarian sends the material.	None	3 minutes	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>13 minutes</b>	
<b>END OF TRANSACTION</b>				

## 12. Virtual Reference Assistance (In-Depth Research Assistance)

This covers the procedure in utilizing the Online Reference Assistance. For subject-specific research, citation assistance, literature searches, and database recommendations.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the <b>Reference Ticket Form</b> via FB page, email, or online platform.	1.1. Librarian acknowledges receipt of the request and reviews details.	None	5 minutes	Librarian/Library Staff
2. Provides detailed research needs (topic, sources required, citation styles, etc.).	2.1. Librarian conducts a literature search and selects relevant materials.	None	1–2 days	Librarian/Library Staff
3. Receives recommended sources.	3.1. Librarian provides links to digital resources, databases, or citations. If print materials are needed, instructions for access are provided.	None	1 day	Librarian/Library Staff
<b>TOTAL</b>		<b>NONE</b>	<b>3 days &amp; 5 minutes</b>	
<b>END OF TRANSACTION</b>				

### 13. Discussion Room

This covers the procedure in utilizing the discussion room

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client approaches the staff to request a reservation for the discussion room, providing details such as the date, time, and purpose.	1.1. The staff checks the availability of the discussion room and confirms whether the requested time slot is open.	None	3 minutes	Librarian/Staff
2. The client fills out the reservation form, if required, and submits it to the staff along with any necessary identification or documentation.	2.1. The staff processes the request and provides the client with a confirmation of the reservation, including any guidelines for room usage.	None	3 minutes	Librarian/Staff
	2.2. The staff processes the request and provides the client with a confirmation of the reservation, including any guidelines for room usage.	None	2 minutes	Librarian/Staff
3. On the day of the reservation, the client checks in with the staff to confirm their booking before using the discussion room and provides the log sheet for their attendance.	3.1. The Librarian retrieve the log sheet after the discussion concludes.	None	2 minutes	Librarian/Staff
<b>TOTAL</b>		<b>NONE</b>	<b>10 minutes</b>	
<b>END OF TRANSACTION</b>				

#### 14. Educational Board Games

This covers the procedure in utilizing the board gam

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Administrative Personnel, Administrators, and Outside researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrower's Card		Client		
Valid ID		Client (Note: For Faculty, Administrative Personnel, Administrators, and Outside researchers)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The patron must present their library card and fill in the log sheet each time they borrow a board game.	1.1. Issue the board games to the client and double-check the pieces of the borrowed educational board games.	None	5 minutes	Librarian/Staff
2. Return the board games to the person in charge.	2.1. Librarian/Staff will inspect each game upon check-out and return to ensure all pieces are accounted for. Patrons are responsible for returning games in the same condition they were borrowed.	None	3 minutes	Librarian/Staff
	2.2. Return the library card to the patron.	None	30 seconds	Librarian/Staff
<b>Note:</b> Borrowers are responsible for any missing pieces or damaged games. A replacement fee will be charged based on the cost of the game or piece.				
<b>TOTAL</b>		<b>NONE</b>	<b>8 minutes &amp; 30 seconds</b>	
<b>END OF TRANSACTION</b>				

### 15. Mechanical Processing of Library Mate

This covers the process of selection, evaluation and acquisition of library resources.

<b>Office or Division:</b>	Learning and Resource Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Catalogs/Price List		Supplier		
Recommendation List		College Dean		
Purchase Request		College Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Forwards the catalogs and price lists to the College Library Committee member	None	60 minutes	Librarian/Staff
2. Select the books in the price list	2.1. Consults the Dean and Faculty for selection and evaluation of library materials	None	5 days	College Library Committee Member
3. Forwards the Recommended titles to the Campus Librarian	3.1. Verifies recommended titles in the existing collection, prepare Purchase request if no available copies in the library	None	1 day, 10 minutes	College Library Committee Member
	3.2. Forwards the duly accomplish Purchase Request to the College Dean for verification and signature	None	30 minutes	Librarian/Staff
	3.3. Forwards the Purchase Request to the BAC Office	None	10 minutes	Librarian/Staff



4. Assigns BAC Reference Number for the Purchase Request Form	4.1. Forwards the Purchase Request Form to the Budget Office for budget allocation.	None	15 minutes	BAC Office & Budget Office
5. Allots budget	5.1. Get the receiving copy of Purchase Request	None	4 minutes	Budget Office
<b>TOTAL</b>		<b>NONE</b>	<b>6 days, 2 hours &amp; 9 minutes</b>	
<b>END OF TRANSACTION</b>				



# **HUMAN RESOURCE, TRAINING AND SCHOLARSHIP OFFICE**

- 1. APPLICATION OF LEAVE OF ABSENCE**
- 2. APPLICATION FOR MONETIZATION OF LEAVE CREDITS**
- 3. REQUEST FOR REFUND OF LOAN**
- 4. BIOMETRIC REGISTRATION AND/OR UPDATING**
- 5. REQUEST FOR ISSUANCE OF SERVICE RECORD**
- 6. REQUEST FOR ISSUANCE OF CERTIFICATE OF EMPLOYMENT**
- 7. REQUEST FOR PERSONAL RECORDS**



### 1. Application of Leave of Absence

<b>Office or Division:</b>		Human Resource, Training and Scholarship Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may Avail:</b>		Regular Faculty and Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 6		HRTS Office		
Letter from Employee endorsed by Head of Office (for personal travel abroad)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits appropriately filled out CSC Form No.6 duly signed by employee's Immediate Supervisor	Receives CSC Form No. 6.	none	3 minutes	HRTS Staff
	Fills out and signs Certification of Leave Credits portion on CSC Form No. 6	None	5 minutes	HRTS Staff HRTS Coordinator
	Forwards CSC Form No. 6 to the CEO's Office for signing	none	5 minutes	HRTS Staff
	Awaits CSC Form No. 6 duly signed by the CEO	none	2 days	HRTS Staff
Receives approved/disapproved CSC Form No. 6	Releases approved/disapproved CSC Form No. 6 to employee	none	3 minutes	HRTS Staff
<b>TOTAL</b>		<b>NONE</b>	<b>2 days and 16 mins</b>	
<b>END OF TRANSACTION</b>				



## 2. Application for Monetization of Leave Credits

<b>Office or Division:</b>		Human Resource, Training and Scholarship Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may Avail:</b>		Regular Faculty on VSL Status and Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the University President				
CSC Form No. 6		HRTS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request letter duly signed by the employee	Receives request letter	none	3 minutes	HRTS Staff
	Gives Monetization Form and Certifies Leave Credits	none		HRTS Staff HRTS Coordinator
Fills out Monetization Form and submits the same to HRTS Office	Attaches form to the request letter and forwards the same to the Campus Director for Administration and Finance	none	5 minutes	HRTS Staff
	Campus Director for Administration and Finance approves request and forwards the same to the OCEO	none	1 day	CDAF Staff CDAF
	OCEO approves request and endorses the same to the Office of the President	none	2 days	OCEO Staff CEO
Submits endorsement to the Central Administration through the VP for Administration and Finance	Receives approved request and prepares Disbursement Voucher	none	2 days	
<b>TOTAL</b>		<b>NONE</b>	<b>5 days, 8 mins</b>	
<b>END OF TRANSACTION</b>				

**3. Request for Refund of Loan**

<b>Office or Division:</b>	Human Resource, Training and Scholarship Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may Avail:</b>	Regular Faculty and Administrative Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Loan Refund Form		HRTS Office		
Payment Receipt (for payments made OTC)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits duly accomplished Loan Refund Form	Receives accomplished Loan Refund Form	none	3 minutes	HRTS Staff
	Checks payroll if there is a deduction and latest billing from lending institution	none	15 minutes	HRTS Staff
	Signs Loan Refund Form	none	2 minutes	HRTS Coordinator
	Prepares Disbursement Voucher and attaches it to the Loan Refund Form	none	15 minutes	HRTS Staff
	Signs Voucher	none	2 minutes	HRTS Coordinator
	Submits documents to Accounting Office for processing	none	2 minutes	HRTS Staff
<b>TOTAL</b>		<b>NONE</b>	<b>39 mins</b>	
<b>END OF TRANSACTION</b>				

**4. Biometric Registration and/or Updating**

<b>Office or Division:</b>		Human Resource, Training and Scholarship Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may Avail:</b>		Newly-Hired Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Biometric Registration		HRTS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits accomplished request form	Receives accomplished request form	none	2 minutes	HRTS Staff
	Signs and approves request form	none	2 minutes	HRTS Coordinator
	Gives approved request to employee	none	2 minutes	HRTS Staff
Proceeds to MIS Office for registration				
<b>TOTAL</b>		<b>NONE</b>	<b>6 mins</b>	
<b>END OF TRANSACTION</b>				

<b>Office or Division:</b>		Human Resource, Training and Scholarship Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may Avail:</b>		CSU Carig Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Issuance of Service Record		HRTS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits accomplished request form	Receives accomplished request form	none	2 minutes	HRTS Staff
	Forwards request to the University Records Office	none	3 days	HRTS Staff
	Receives requested Service Record from the University Records Office	none	1 day	HRTS Staff
	Gives Service Record to employee	none	2 minutes	HRTS Staff
<b>TOTAL</b>		<b>NONE</b>	<b>4 days and 3 mins</b>	
<b>END OF TRANSACTION</b>				

**6. Request for Issuance of Certificate of Employment**

<b>Office or Division:</b>		Human Resource, Training and Scholarship Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may Avail:</b>		Faculty, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRTS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Request Form	Receives Request Form, reviews completeness of requirements.	none	3 minutes	HRTS Staff
Client waits in the waiting area	Prepares Certificate of Employment	none	5 minutes	HRTS Staff
	HRMO reviews and signs Certificate of Employment	none	3 minutes	HRTS Staff
	Releases document to the employee.	none	3 minutes	HRTS Staff
<b>TOTAL</b>		<b>NONE</b>	<b>14 mins</b>	
<b>END OF TRANSACTION</b>				



**7. Request for Personal Records**

<b>Office or Division:</b>		Human Resource, Training and Scholarship Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may Avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRTS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Request Form	Receives Request Form, reviews completeness of requirements.	none	3 minutes	HRTS Staff
Client waits in the waiting area	Prepares requested record	none	5 minutes	HRTS Staff
	HRTS staff prints/reproduces copy of requested document.	none	3 minutes	HRTS Staff
	HRMO certifies that printed/reproduced document is a certified true copy.	none	2 minutes	HRTS Staff
	Releases document to the employee.	none	3 minutes	HRTS Staff
<b>TOTAL</b>		<b>NONE</b>	<b>16 mins</b>	
<b>END OF TRANSACTION</b>				



# GENERAL SERVICES OFFICE

1. REQUEST FOR CARPENTRY REPAIR AND MAINTENANCE
2. REQUEST FOR PLUMBING REPAIR AND MAINTENANCE
3. REQUEST FOR CLEANING JOB
4. REQUEST COLLECTION OF SOLID WASTES

**1. Request for Carpentry Repair and Maintenance**

Repair and maintenance pertaining to carpentry works

<b>Office or Division:</b>		General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Heads of Offices or Sections		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		GSO		
Inspection Report		GSO		
Job Order		GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Carpentry Job to be done	Informs the GSO of the Carpentry Work to be done using the Job Order Request Form	None	5 minutes	Client
2. Review of the Request	Reviews the Job request the client wanted to be done	None	5 minutes	GSO
3. Inspection of the item to be acted upon	Instructs carpenter to visit the office/section to see the condition of the item to be maintained or repaired or to replace part/s	None	5 minutes	GSO
	Carpenter inspects the item to be repaired		15 minutes	Carpenter
4. Listing of materials needed for the repair and maintenance	Carpenter informs GSO of the materials needed to do the repair and maintenance.	None	5 minutes	Carpenter
	If materials are not available or if part/s need to be replaced, Purchase Request must be made			Client
5. Issuance of Job Order	GSO issues Job Order to the Carpenter to do the repair and maintenance in the office/section of the one requesting it	None	5 minutes	GSO
<b>TOTAL</b>		<b>NONE</b>	<b>40 mins</b>	
<b>END OF TRANSACTION</b>				

*\*Repair and maintenance time depends on the condition/severity of the damage in the item/unit*

**2. Request for Plumbing Repair and Maintenance**

Repair and maintenance pertaining to water lines, fixtures in CR, pantry, and handwash area.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Heads of Offices or Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		GSO		
Inspection Report		GSO		
Job Order		GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Plumbing Job to be done	Informs the GSO of the Plumbing Work to be done using the Job Order Request Form	None	5 minutes	Client
2. Review of the Request	Reviews the Job request the client wanted to be done	None	5 minutes	GSO
3. Inspection of the item to be acted upon	Instructs plumber to visit the office/section to see the condition of the pipe/fixture to be repaired and to replace part/s	None	5 minutes	GSO
	Plumber inspects the item to be repaired		15 minutes	Plumber
4. Listing of materials needed for the repair and maintenance	Plumber informs GSO of the materials needed to do the repair and maintenance.	None	5 minutes	Plumber
	If materials are not available or if bowls and urinals need to be replaced, Purchase Request must be made			Client
5. Issuance of Job Order	GSO issues Job Order to the Plumber to do the repair and maintenance in the office/section of the one requesting it	None	5 minutes	GSO
<b>TOTAL</b>		<b>NONE</b>	<b>40 mins</b>	
<b>END OF TRANSACTION</b>				

*\*Plumbing repair time depends on the condition/severity of the damage in the item/unit*

### 3. Request for Cleaning Job

Cleaning of Areas other than the ones regularly cleaned and maintained by Janitors.

<b>Office or Division:</b>		General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Heads of Offices or Sections		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		GSO		
Job Order		GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Cleaning Job to be done	Informs the GSO of the work to be done using the Job Order Request Form	None	5 minutes	Client
2. Review of the Request	Reviews the Job request the client wanted to be done	None	5 minutes	GSO
3. Inspection of the area to be cleaned	Inspects the area to be cleaned in the office or the section	None	10 minutes	GSO Staff
	Determines how many janitors are needed to accomplish the work		5 minutes	GSO Staff
4. Issuance of Job Order	GSO issues Job Order to Janitors and dispatches them to the area to be cleaned, as requested	None	5 minutes	GSO
<b>TOTAL</b>		<b>NONE</b>	<b>30 mins</b>	
<b>END OF TRANSACTION</b>				

*\*Time needed to clean the area depends on its size and condition.*

#### 4. Request Collection of Solid Wastes

Collection of Solid Wastes outside the regular campus collection schedule once bins are full e.g. when there are special events in the area

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Heads of Offices or Sections			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Request Form		GSO		
Job Order		GSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Cleaning Job to be done	Informs the GSO of the solid wastes to be collected using the Job Order Request Form	None	5 minutes	Client
2. Review of the Request	Reviews the Job request the client wanted to be done	None	5 minutes	GSO
3. Inspection of the area where solid wastes is located	Inspects the area in the office or the section where the solid wastes are temporarily stored	None	10 minutes	GSO Staff
	Determines how many janitors are needed to pick/collect the solid wastes		5 minutes	GSO Staff
4. Issuance of Job Order	GSO issues Job Order to Janitors and dispatches them to the area to pickup/collect the solid wastes, as requested	None	5 minutes	GSO
<b>TOTAL</b>		<b>NONE</b>	<b>30 mins</b>	
<b>END OF TRANSACTION</b>				



# CAMPUS DORMITORY OFFICE

1. APPLICATION FOR DORMITORY ACCOMODATION
2. DORMITORY PAYMENT
3. LEAVING THE DORMITORY

### 1. Application for Dormitory Accommodation

A request submitted by a student seeking to reside in a dormitory.

<b>Office or Division:</b>		Campus Dormitory Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor's Logbook		Campus Dormitory/Cashier		
Application Form		Campus Dormitory/Cashier		
Official Receipt		Campus Dormitory/Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in at the Visitor's Logbook	Informs the Dorm Manager his/her intention to apply for accommodation	None	3 minutes	Dorm manager
Issues Application Form to the client who passed the interview	Explain how to fill out the application form and what information is needed. Give the client ample time to complete the form	None	3 minutes	Dorm manager
Checks and verifies the Application Form	Ensure all required fields are filled out accurately and completely.  Double-check the information provided, especially contact details	None	2 minutes	Dorm manager
Requests the client to pay 1-month advance which will be deducted from the total amount of fees for the semester	Communicate the rationale behind the advance payment.  Offer a clear breakdown of how the advance payment will be applied to the total semester	None	2 minutes	Dorm manager



	fees.			
Pays to the Cashier's Office	Gives the Official Receipt to the Dormitory Manager for record purposes.	None	5 minutes	client
<b>TOTAL</b>		<b>NONE</b>	<b>15 mins</b>	
<b>END OF TRANSACTION</b>				

## 2. Dormitory Payment

The financial obligations associated with residing in a dormitory.

<b>Office or Division:</b>		Campus Dormitory Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement (monthly)		Campus Dormitory		
Official Receipts		Campus Dormitory		
Dormitory Reports		Campus Dormitory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the client the amount to be paid and the due date for each month	Inform the client about the monthly payment amount and due date. This ensures clear financial expectations and helps avoid late payments.	None	5 minutes	Dorm Manager
Pays the Dormitory Fee to the Cashier's Office	Submits the Official Receipt to the Dormitory Manager	None	10 minutes	Clients
Receives and records Official Receipts	Verify that the OR is original and valid. OR number/Date of issue/Name of the payer /Amount paid/Signature of the issuing authority.	None	5 minutes	Dorm Manager
<b>TOTAL</b>		<b>NONE</b>	<b>20 mins</b>	
<b>END OF TRANSACTION</b>				

### 3. Leaving the Dormitory

Rule and procedure that students must follow when they move out of their dormitory room.

<b>Office or Division:</b>		Campus Dormitory Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dormitory Record		Campus Dormitory		
Exit Form		Campus Dormitory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the Dormitory Manager not later than one (1) day before leaving out.	Ensure the Dormitory Manager receives and acknowledges the notice. If no response, send a follow-up message or escalate the matter.	None	3 minutes	Clients
Checks the record of the client	Verify the Request	None	5 minutes	Dorm Manager
Request the client to fill out the Exit Form	Politely inform the client that they must complete an Exit Form before leaving.  Explain the purpose of the form (e.g., clearance, record-keeping, security).	None	5 minutes	Dorm Manager
Fills out the Exit Form	Ensure the client knows how to fill it out correctly.	None	3 minutes	Clients
Checks the room and personal belongings of the client	Check the overall condition of the room, including:  Cleanliness and maintenance issues Damages to furniture, appliances, or fixtures Unreturned dormitory property (e.g., keys, beddings, equipment)	None	6 minutes	Dorm Manager
Shows the Exit Form to Security Guard on duty.	Direct the client to the Security Guard's post for final verification. Remind them to keep the Exit Form ready for inspection.	None	5 minutes	Clients/Security Guard



	Coordinate with Security Personnel Inform the Security Guard on duty about the client's departure. Ensure the security personnel log the exit in their records.			
TOTAL		NONE	27 mins	
END OF TRANSACTION				

# **RESEARCH FOR DEVELOPMENT AND EXTENSION OFFICE**

## **A. RESEARCH UNIT (Internal Services)**

- 1. APPROVAL OF EXTERNAL RESEARCH TRAINING PARTICIPATION**
- 2. APPROVAL OF REQUEST FOR PRESENTATION IN A REGIONAL AND NATIONAL RESEARCH FORUM/ CONFERENCE**
- 3. APPROVAL OF REQUEST FOR PRESENTATION IN INTERNATIONAL FORUM/ CONFERENCE**
- 4. APPROVAL OF RESEARCH PROPOSAL**
- 5. APPROVAL OF TERMINAL REPORTS**
- 6. DISSEMINATION OF POLICY PAPERS**
- 7. REQUEST FOR ASSISTANCE ON INTELLECTUAL PROPERTY REGISTRATION**

## **B. RESEARCH UNIT (External Services)**

- 1. APPROVAL OF STUDENT REQUEST FOR PRESENTATION IN A REGIONAL AND NATIONAL SCIENTIFIC FORUM/ CONFERENCE**
- 2. APPROVAL OF STUDENT REQUEST FOR PRESENTATION IN INTERNATIONAL SCIENTIFIC FORUM/ CONFERENCE**

## **C. EXTENSION UNIT (Internal Services)**

- 1. APPROVAL OF EXTENSION PROPOSAL**
- 2. APPROVAL OF TERMINAL REPORTS**
- 3. REQUEST TO CONDUCT EXTENSION ACTIVITY**



## A. RESEARCH UNIT (Internal Services)

### 1. Approval Of External Research Training Participation

This covers the identification and approval of external training participants

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Copy of the Invitation/Call for Training from Host Institution/ agency with marginal note from the Campus Executive Officer/ President		Office of the Campus Executive Officer/ Campus Research and Extension Office		
(2) Request letter		To be provided by the client		
(3) Duly Accomplished Training Request Form		Campus HRTS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents related to the request	Receive and review submitted documents	none	30 minutes	Research Staff, Campus Research Coordinator, Campus RDE Director
Receives notification of request results	Facilitate approval from the Campus Executive Officer	none	1 day	OCEO, Research Staff, Research Coordinator, Campus RDE Director
<b>TOTAL</b>		<b>NONE</b>	<b>1 day, 30 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Approval of Request for Presentation in a Regional and National Research Forum/ Conference

This covers the identification and approval of presentations in regional and national forums/conferences

<b>Office or Division:</b>		Campus Research Development and Extension Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Faculty and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter/ Call from Host Institution/Agency		To be provided by the client		
Notice of Acceptance for Paper Presentation		To be provided by the client		
Clearance Form (for terminal report of research to be presented)		Campus Research and Extension Office		
Duly Accomplished Training Request Form		Campus HRTS Office		
Request letter		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents related to the request	Receive and review submitted documents	none	30 minutes	Research Staff, Campus Research Coordinator, Campus RDE Director
Receives notification of request results	Facilitate approval from the Campus Executive Officer	none	1 day	OCEO, Research Staff, Research Coordinator, Campus RDE Director
<b>TOTAL</b>		<b>NONE</b>	<b>1 day, 30 minutes</b>	
<b>END OF TRANSACTION</b>				

### 3. Approval of Request for Presentation in International Forum/ Conference

This covers the identification and approval of presentations at the International Forum/ Conference

<b>Office or Division:</b>		Campus Research Development and Extension Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Faculty and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter/ Call from Host Institution/Agency		To be provided by the client		
Notice of Acceptance for Paper Presentation		To be provided by the client		
Clearance Form (for terminal report of research to be presented)		Campus Research and Extension Office		
Duly Accomplished Training Request Form		Campus HRTS Office		
Request letter		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents related to the request	Receive and review submitted documents	none	30 minutes	Research Staff, Campus Research Coordinator, Campus RDE Director
Receives notification of request results and certificate of legitimacy	Provide a copy of the Certificate of Legitimacy and facilitate approval from the Campus Executive Officer	none	1-2 days	OCEO, Research Staff, Research Coordinator, Campus RDE Director
<b>TOTAL</b>		<b>NONE</b>	<b>1-2 days, 30 minutes</b>	
<b>END OF TRANSACTION</b>				





#### 4. Approval of Research Proposal

This covers the process of submission, evaluation, and approval of research proposals

<b>Office or Division:</b>		Campus Research Development and Extension Office		
<b>Classification:</b>		Highly Technical Transaction		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Faculty and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy and 1 printed copy of the Research Project Proposal		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the detailed research proposal to the University through the recommendation of the Campus RDE Director and endorsement of the Campus Executive Officer	Receive and review the completeness of the submitted research proposal package for recommendation of the Campus RDE Director and endorsement of the Campus Executive Officer to the Office of the University President for approval.	none	10 days	Research staff, Campus Research Coordinator, Campus RDE Director, Campus Executive Officer, University Director for Research, Vice President for RDE, and University President.
<b>TOTAL</b>		<b>NONE</b>	<b>10 days</b>	
<b>END OF TRANSACTION</b>				

## 5. Approval of Terminal Reports

This covers the process of submission, evaluation, and approval of terminal reports

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter				
Electronic and 1 printed copy of the following:				
For internally-funded research: Terminal Report and Applicable Research Outputs		To be provided by the client		
For externally- funded research: Prescribed format by funding agency and Terminal Report		Website of Funding Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and submit a Terminal Report and corresponding expected research output based on the prescribed format	Review and forward the Terminal Report and corresponding research output to the Campus RDE Office	none	1 day	Research Staff, Campus Research Coordinator
Submit electronic and printed copy of the revised terminal report and other corresponding research output.	Review the Terminal Report and corresponding research output, and communicate any additional comments/suggestions to the researcher.	none	5 days	Research Staff, Campus Research Coordinator, Campus RDE Director
Submit the final electronic and soft-bound copies of the Terminal Report and corresponding research output	Receive and review the integration of comments and suggestions	none	2 days	Research Staff, Campus Research Coordinator, Campus RDE Director
	Review and forward the Terminal Report and corresponding research output to the University Research Office through the endorsement of the Campus Executive Officer	none	2 days	Research Staff, Campus Research Coordinator, Campus RDE Director, Office of the Campus Executive Officer
<b>TOTAL</b>		<b>NONE</b>	<b>10 days</b>	



END OF TRANSACTION

## 6. Dissemination of Policy Papers

This covers the submission and evaluation of policy papers and coordination with concerned agencies regarding the recommended policy's adoption and implementation.

<b>Office or Division:</b>		Campus Research Development and Extension Office		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Faculty and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		To be provided by the client		
Policy paper following the template		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a copy of the policy paper	Evaluate policy paper	none	2 days	Research staff, Campus Research Coordinator, Campus RDE Director
Present policy paper to the concerned agency	Facilitate presentation of the policy paper to the concerned agency	none	1 day	Research staff, Campus Research Coordinator, Campus RDE Director
Submit revised policy paper according to comments and recommendations	Review integration of comments and recommendations and submit revised policy paper to the concerned agency	none	1 day	Research staff, Campus Research Coordinator, Campus RDE Director
Receive Notice of approval and/ or adoption	Coordinate with the concerned Agency on the approval and adoption of the policy paper	none	1 day	Research staff, Campus Research Coordinator, Campus RDE Director
<b>TOTAL</b>		<b>NONE</b>	<b>5 days</b>	
<b>END OF TRANSACTION</b>				

## 7. Request For Assistance on Intellectual Property Registration

This covers the initial submission and renewal of Intellectual Property Registration

<b>Office or Division:</b>		Campus Research Development and Extension Office		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Faculty and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Work and Financial Plan		Campus RDE Office University Director for KTMPO Office of the Vice President for Research and Extension		
Approved Terminal Report/ Draft Claim				
Invention Disclosure Form				
Invention Specification Form for Utility Model				
Invention Specification Form for Industrial Design				
Invention Specification Form for Copyright				
Invention Specification Form for Patent				
Prior Art Search Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required forms for IP registration	Evaluate the submitted forms and endorse the application	none		College Research Coordinator, College Dean, Campus Research Coordinator, Campus RDE Director
	Evaluate the submitted IP forms	none		University IP Focal Person, Campus Research Coordinator, Campus RDE Director
	Prepare PAS (Prior Art Search) Report	none	7 days per application	University IP Focal Person
Integrate PAS Result in the Specification	Check integrated PAS Report	none	2 days	University IP Focal Person
	Facilitate payment of the application fee	None	1 day	University IP Focal Person
	Submit IP Specification to IPOPHIL	none	1 day	University IP Focal Person
	Resubmit IP Specification to IPOPHIL	None	2 days	University IP Focal Person
Receive Certificate of IP Registration	Release Certificate of IP Registration	none	10 minutes	University IP Focal Person
Accomplish the Client Feedback Form and place it in the drop box		none	1 minute	University IP Focal Person



thereafter				
TOTAL		NONE	60 days and 11 mins	
END OF TRANSACTION				

## B. RESEARCH UNIT (External Services)

### 1. Approval of Student Request for Presentation in a Regional and National Scientific Forum/ Conference

This covers the identification and approval of presentations in regional and national forums/conferences.

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Student of the Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter/ Call from Host Institution/Agency		To be provided by the client		
Request letter		To be provided by the client		
Endorsement letter		To be provided by the client		
Notice of Acceptance for Paper Presentation		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents/ requirements related to the request	Receive and review submitted documents	none	30 minutes	Research staff, Campus Research Coordinator, Campus RDE Director
Receives notification of request results	Facilitate approval from the Campus Executive Officer	none	1 day	Research staff, Campus Research Coordinator, Campus RDE Director
<b>TOTAL</b>		<b>NONE</b>	<b>1 day, 30 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Approval of Student Request for Presentation in International Scientific Forum/ Conference

This covers the identification and approval of presentations in international forums/conferences.

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Student of the Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter/ Call from Host Institution/Agency		To be provided by the client		
Request letter		To be provided by the client		
Endorsement letter		To be provided by the client		
Notice of Acceptance for Paper Presentation		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents/ requirements related to the request	Receive and review submitted documents	none	30 minutes	Research staff, Campus Research Coordinator, Campus RDE Director
Receives notification of request results	Facilitate approval from the Campus Executive Officer	none	1 day	Research staff, Campus Research Coordinator, Campus RDE Director
<b>TOTAL</b>		<b>NONE</b>	<b>1 day, 30 minutes</b>	
<b>END OF TRANSACTION</b>				



## C. EXTENSION UNIT (Internal Services)

### 1. Approval of Extension Proposal

This covers the process of submission, evaluation, and approval of Extension proposals.

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty and Staff Extensionist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy and 1 printed copy of Extension proposal		To be provided by the client		
Community Needs Assessment		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Extension proposal package to the Campus RDE Office	Receive and review the completeness of the submitted Extension proposal package, subject to Campus In-House Review	none	1 day	Extension staff, Campus Extension Coordinator
Presentation of the Extension proposal to the evaluators.	Facilitate the schedule of the Campus In-House Review	none	1 day	Extension staff, Campus Extension Coordinator
	Consolidate comments/ suggestions of the evaluators	none	2-3 days	Extension staff, Campus Extension Coordinator
	Disseminate the consolidated comments/ suggestions to the proponents/the College Extension Coordinators	none	30 minutes	Extension staff, Campus Extension Coordinator, Campus RDE Director
Submit revised Extension project proposal to the Campus RDE Office	Evaluate and review the submitted detailed extension proposals for recommendation of the Campus RDE Director and endorsement of the Campus Executive Officer to the Office of	none	7 days	Extension staff, Campus Extension Coordinator, Campus RDE Director, Campus Executive Officer, University Director for Research, Vice President for RDE, University President



	the University President for approval and Issuance of Special Order through the Office of the VP for RDE.			
TOTAL		NONE	11-12 days, 30 minutes	
END OF TRANSACTION				

## 2. Approval of Terminal Reports

This covers the process of submission and evaluation of Terminal Reports.

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty and Staff Extensionist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 printed copy of the following:		To be provided by the client		
<ul style="list-style-type: none"> <li>Request Letter</li> <li>Training Design</li> <li>Training Request Form</li> <li>Copy of lecture</li> </ul>		Campus Extension Office		
Parent's Consent (student involved)		HR		
		To be provided by the client		
		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Letter with attachments at the RDE Office-Extension	Review the completeness of the submitted request for recommendation of the Campus Extension Coordinator and Campus RDE Director to the Office of the Campus Executive Officer for approval.	none	1 day	Campus Extension Staff, Campus Extension Coordinator, Campus RDE Director, Campus Executive Officer
<b>TOTAL</b>		<b>NONE</b>	<b>1 day</b>	
<b>END OF TRANSACTION</b>				



### 3. Request to Conduct Extension Activity

This covers the process of submission, evaluation, and approval of Training Design.

<b>Office or Division:</b>	Campus Research Development and Extension Office			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty and Staff Extensionist			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic copy and 1 printed copy of the following:  For internally funded extension projects:  Terminal Report and applicable extension outputs  For externally funded extension projects:  Prescribed format by funding agency		To be provided by the client  Extension Funding Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepare and submit a Terminal Report and corresponding expected extension output	Review and forward the Terminal Report and corresponding Extension output to the University RDE through the endorsement of the Campus Executive Officer	none	2 days	Campus Extension Staff, Campus Extension Coordinator, Campus RDE Director, University Director for Extension, Vice President for RDE
<b>TOTAL</b>		<b>NONE</b>	<b>2 days</b>	
<b>END OF TRANSACTION</b>				



# **COLLEGE OF ENGINEERING AND ARCHITECTURE**

- 1. ADMISSION OF NEW STUDENTS**
- 2. ADVISING REGULAR STUDENTS (ONLINE)**
- 3. ADVISING IRREGULAR STUDENTS**
- 4. DEPLOYMENT OF STUDENT OJT/IMMERSION**
- 5. PREPARATION AND SIGNING OF MOA FOR THE STUDENT INTERNSHIP PROGRAM**
- 6. REQUESTING PETITIONED COURSE**
- 7. BORROWING AND RETURNING LABORATORY EQUIPMENT AND MATERIALS**
- 8. STUDENT'S CONSULTATION WITH FACULTY MEMBER**
- 9. HANDLING REQUEST OF OFFICE DOCUMENTS/ DATA OR UTILIZATION OF PHYSICAL RESOURCES**
- 10. HANDLING STUDENT COMPLAINTS**
- 11. REQUEST FOR THE DEAN'S SIGNATURE OF GOOD MORAL**

## 1. Admission of New Students

This procedure covers the entire enrollment process, ensuring that it does not exceed three (3) days.

<b>Office or Division:</b>	College of Engineering and Architecture
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail:</b>	Incoming freshmen, transferees, graduate students, foreign students, and cross enrollees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Undergraduate Level	Student Profile (Enrollment Form)	CSU/Registrar Online/ Downloadable Forms		
	CSU College Admission Test (CAT) result	Registrar Office/CSU CAT Generator		
	Senior High School Report Card (Form 137) / Transcript of Record (Form 138)	Previous School		
	Certificate of Good Moral Character	Previous School		
	Authenticated Birth Certificate from PSA	Client		
	Authenticated Marriage Certificate (if applicable)	PSA Office		
	Certificate of Indigency/ Barangay Certification	Residing Barangay		
Transfer Students	Two (2) copies of 2x2 ID pictures	Client		
	Student Profile (Enrollment Form)	CSU/Registrar Online/ Downloadable Forms		
	CSU College Admission Test (CAT) result	Registrar Office/CSU Portal		
	Authenticated Birth Certificate from PSA	Client		
	Official Transcript of Records	Previous School		
	Certificate of Good Moral Character	Previous School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit admission requirements	Checks completeness and assesses eligibility	None	5 minutes	Admitting Faculty
Undergo interview	Conducts interview	None	15 minutes	Admitting Faculty
	Explains Free Tuition Fee Scheme (RA 10931)	None	5 minutes	Admitting Faculty
	Issues forms	None	5 minutes	Admitting Faculty
Submit documents to Department Chair	Reviews and approves Advising Form	None	5 minutes	Department Chair
Proceed to Guidance Office	Conducts interview	None	30 minutes	Guidance Counselor
Enroll at Registrar's Office	Prints assessment form, files documents, and issuance of portal accounts	None	5 minutes	Registrar's Office
Validate	Confirms enrollment	None	3 minutes	Accounting Office

enrollment at Accounting Office				
(If applicable) Pay fees at Cashier's Office	Accepts payment and validates enrollment	Based on their Assessm ent	10 minutes	Cashier & Accounting Office
Secure assessment form	Issues Assessment form	None	1 minute	Registrar's Office
<b>TOTAL</b>		<b>None</b>	<b>1 hr. 25 mins</b>	
<b>END OF TRANSACTION</b>				

## 2. Advising Regular Students (Online)

This procedure covers the entire online enrollment process, ensuring efficiency and adherence to institutional policies.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Regular Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for enrollment through the online portal	None	None	None	Regular Student
	Evaluates grades of the regular student	None	5 minutes	Advising Faculty
	Approves the subjects to be enrolled by the student	None	None	Advising Faculty
Print the assessment form	None	None	None	Regular Student
Proceed to Cashier's Office for payment (if applicable)	Validates enrollment at the Accounting Office	Based on their Assessment	5 minutes	Regular Student Opting Out of Free Tuition Fee
Proceed to the Registrar's Office	Presents assessment form marked as ' <b>officially enrolled</b> ', secures Assessment Form	None	5 minutes	Enrollee
Proceed to the Department Chair	Submits College copy of the Advising Form and assessment form	None	1 minute	Enrollee
	Files the assessment form	None	1 minute	Department Chair
<b>TOTAL</b>		<b>None</b>	<b>17 mins</b>	
<b>END OF TRANSACTION</b>				



### 3. Advising Irregular Students

This procedure outlines the advisement and enrollment process for irregular students.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Irregular Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present documents for evaluation	Check and evaluate documents, issue Advising Form	None	20 minutes	Advising Faculty
Submit Advising Form for approval	Review and sign the Advising Form	None	3 minutes	Department Chair/College Dean
Proceed to Registrar's Office	Receive Advising Form, print assessment form	None	10 minutes	Registrar's Office
Proceed to Accounting Office (Free Tuition Fee)	Validate enrollment under Free Tuition Fee Scheme	None	3 minutes	Accounting Office
Proceed to Cashier's Office (Opting Out)	Process payment, validate enrollment	Based on their Assessment	5 minutes	Cashier's Office/Accounting
Proceed to Registrar's Office	Present assessment form, secure assessment form	None	5 minutes	Registrar's Office
Submit Advising Form and Assessment Form	File the Assessment Form	None	2 minutes	Department Chair
<b>TOTAL</b>		<b>None</b>	<b>48 mins</b>	
<b>END OF TRANSACTION</b>				

#### 4. Deployment of Student OJT/Immersion

This procedure presents the steps in deploying OJT/Immersion students.

<b>Office or Division:</b>	College of Engineering and Architecture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	OJT Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Client		
MOA		Department Chair		
Medical Certificate		Campus Clinic		
Parents' Consent		Client		
OJT Agreement		Department Chair		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares Request Letter to Cooperating Agency	Reviews the request letter and returns it if revisions are needed	None	1 day	Department Chair, OJT Coordinator
Secures approval from the College Dean	Signs the request letter	None	3 minutes	College Dean
Delivers and seeks approval of the Cooperating Agency	Submits and follows up request	None	1 day	OJT Coordinator
Attends pre-deployment orientation	Conducts orientation on documents needed and requirements post-OJT	None	2 hours	College Dean, Department Chair, OJT Coordinator
Secures OJT Requirements	Collects and files necessary documents	None	1 day	OJT Students, OJT Coordinator
MOA and OJT Agreement Form delivered to cooperating agency	Processes and approves student deployment	None	2 hours per agency	OJT Coordinator, Cooperating Agency
Reports to cooperating agency for deployment	Ensures students report to assigned agency and issues Certificate of Appearance	None	1 day	OJT Coordinator
<b>TOTAL</b>		<b>None</b>	<b>4 days and 4 hours</b>	
<b>END OF TRANSACTION</b>				

### 5. Preparation and Signing of MOA for the Student Internship Program

This procedure presents the steps in the preparation and signing of MOA for the Student OJT Program.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business		
<b>Who may Avail:</b>		OJT Students, Cooperating Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare draft of MOA and submit to CSU Legal Consultant for review	Reviews MOA and provides comments and suggestions	None	1 day	College Dean, Department Chair, SIPP Coordinator
	Reviews MOA and gives comments/suggestions	None	4 hours	CSU Legal Consultant
Incorporate comments and suggestions into MOA	Revises MOA based on feedback	None	2 hours	College Dean, Department Chair, OJT Coordinator
Submit MOA to Cooperating Agency	Delivers MOA and necessary documents for review	None	1 hour	OJT Coordinator
Cooperating Agency reviews MOA and provides feedback	Assesses MOA and gives comments/suggestions	None	1 day	Cooperating Agency
Incorporate feedback from Cooperating Agency	Revises MOA accordingly	None	2 hours	College Dean, Department Chair, OJT Coordinator
Submit revised MOA to CSU Legal Consultant for final review	Reviews and provides final comments	None	4 hours	CSU Legal Consultant
Finalize MOA based on CSU Legal Consultant's feedback	Implements final revisions	None	2 hours	College Dean, Department Chair, SIPP Coordinator
Secure signatures of CEO, Cooperating	Obtains necessary approvals and signatures	None	5 days	OJT Coordinator

Agency, and witnesses				
Bring signed MOA to the notary public for notarization	Finalizes and legalizes MOA	None	1 hour	OJT Coordinator
Furnish copies of notarized MOA to Cooperating Agency and College Dean	Distributes official copies	None	1 hour	OJT Coordinator
Receive and file notarized MOA	Archives the MOA for records	None	2 minutes	Office Staff
<b>TOTAL</b>		<b>None</b>	<b>7 days 17 hrs. and 2 mins</b>	
<b>END OF TRANSACTION</b>				

## 6. Requesting Petitioned Course

This procedure facilitates the steps in requesting petitioned courses.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students Requesting a Petitioned Course		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petition Form		CSU/Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure request form for petitioned course	Provides request form and logs student's request	None	15 minutes	Office Staff
Submit request form to Department Chair	Reviews request and assigns a faculty member	None	10 minutes	Department Chair
Faculty member accepts petitioned course	Signs request form to confirm acceptance	None	5 minutes	Faculty Member
Receive endorsed request and proceed to CEO	Transmits request form, summary of petition to CEO for approval	None	30 minutes	Office Staff, College Dean
CEO reviews and approves request	Approves request form	None	30 minutes	CEO
Proceed to Accounting Office for fee computation	Computes petitioned course fee	None	30 minutes	Accounting Staff
Submit approved request form to College office Staff	Logs request and forwards to Department Chair for faculty workload processing	None	10 minutes	Office Staff
<b>TOTAL</b>		<b>None</b>	<b>2 hrs. and 10 mins.</b>	
<b>END OF TRANSACTION</b>				

## 7. Borrowing and Returning Laboratory Equipment and Materials

This procedure presents the steps in borrowing and returning laboratory equipment and materials.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students requiring laboratory equipment and materials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Slip		CSU/ Laboratory Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Laboratory Borrower's Slip and list needed items	Provides Laboratory Borrower's Slip in duplicate	None	5 minutes	Laboratory Staff
Seek subject teacher's signature	Checks and signs the Laboratory Borrower's Slip	None	3 minutes	Subject Teacher
Submit signed Borrower's Slip at least a day in advance	Logs request and prepares equipment and materials	None	1 minute	Student
Laboratory staff processes request	Logs request and prepares equipment and materials	None	15 minutes	Laboratory Staff
Receive and check borrowed items	Hands over requested items	None	5 minutes	Student
Return borrowed equipment and materials	Receives and checks returned items	None	2 minutes	Student
Laboratory staff verifies returned items	Checks condition and logs return	None	10 minutes	Laboratory Staff
<b>TOTAL</b>		<b>None</b>	<b>41 mins.</b>	
<b>END OF TRANSACTION</b>				

### 8. Student's Consultation with Faculty Member

This procedure presents the steps undertaken for student's consultation with the faculty.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students Seeking Consultation with Faculty Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation form		CSU/ College staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the faculty member during consultation hours	Accommodates student and provides guidance, enlightenment, or action on concerns	None	30 minutes	Faculty Member
Discuss issue or concern with faculty member	Indicates nature of concern in the consultation form	None	3 minutes	Faculty Member
Receive signed consultation form	Signs the form and seeks Department Chair/College Dean's signature	None	3 minutes	Faculty Member
Submit consultation form to College Dean	Reviews and signs the form, then forwards to the Department Chair	None	2 minutes	College Dean
Department Chair consolidates concerns	Reviews consultation forms and compiles student concerns for intervention	None	1 hour	Department Chair
<b>TOTAL</b>		<b>None</b>	<b>1 hr. and 38 mins.</b>	
<b>END OF TRANSACTION</b>				

### 9. Handling Request of Office Documents/ Data or Utilization of Physical Resources

The process is intended to ensure that requests for office documents, data, or physical resources are properly managed.

<b>Office or Division:</b>		College of Engineering and Architecture		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint form		CSU/ College staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the logbook to seek a request form	Ask the client about their concern	None	1 minute	Office Staff
Fill out the request form and submit it to the office staff	Receive and verify the request form	None	3 minutes	Office Staff
Office processes the request and forwards it to the Department Chair/College Dean	Review and approve the request	None	10 minutes	Department Chair/College Dean
Receive approval and utilize the requested document/data/physical resource	Issue the requested item and log details	None	1 minute	Office Staff
Return the requested item on the specified date	Verify and log the return of the item	None	5 minutes	Office Staff



Requesting party is cleared of accountability	Update request log and confirm completion	None	2 minutes	Office Staff
<b>TOTAL:</b>		<b>None</b>	<b>22 mins.</b>	
<b>END OF TRANSACTION</b>				

## 10. Handling Student Complaints

This procedure presents the steps in handling complaints of students that are brought to the attention of the office.

<b>Office or Division:</b>	College of Engineering and Architecture			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students Filing Complaints			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint form		CSU/ College staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure complaint form from office staff	Issues complaint form and logs the request	None	1 minute	Office Staff
Fill out complaint form and submit with evidence/witnesses	Receives form and instructs student to proceed to Department Chair for review	None	2 minutes	Office Staff
Present complaint to Department Chair	Reviews complaint, discusses with student, and determines if it has merit	None	5 minutes	Department Chair
If complaint is deemed invalid, student accepts resolution	Provides appropriate action and logs resolution	None	10 minutes	Department Chair
If complaint has merit, form is forwarded to College Dean	Reviews complaint, sets schedule for deliberation, and issues transmittal	None	10 minutes	College Dean
Attend scheduled deliberation	Convenes College Student Disciplinary Tribunal (CSDT) and concerned parties	None	2 days	College Dean, CSDT Members
Participate in hearing	Conducts deliberation to resolve the issue	None	1 hour	CSDT Members, Concerned Parties
Agree on resolution or escalate to Campus Tribunal	Documents agreement or prepares endorsement for	None	1 day	CSDT Members, College Dean

	escalation			
Follow up on resolution	Department Chair monitors compliance and records resolution status	None	3 days	Department Chair
If unresolved, student attends Campus Tribunal	Campus Tribunal deliberates and provides final resolution	None	1 day	Campus Tribunal, College Dean
<b>TOTAL:</b>		<b>None</b>	<b>7 days and 1 hr and 28 mins.</b>	
<b>END OF TRANSACTION</b>				

### 11. Request for The Dean's Signature of Good Moral

The process is intended to ensure that the record of students is updated.

<b>Office or Division:</b>	Office of the College Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Good Moral Form		CSU/OSDW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Present and request for the signing of the Good Moral Form	Receive the Good Moral Form	None	1 minutes	College Secretary
	Sign the Good Moral Form	None	1 minute	College Dean
	Release the signed Good Moral Form	None	1 minute	College Secretary
Receive the signed Good Moral	Require the student to receive the clearance sheet officially	None	1 minutes	College Secretary
<b>TOTAL:</b>		<b>None</b>	<b>6 mins.</b>	
<b>END OF TRANSACTION</b>				



# COLLEGE OF HUMAN KINETICS

1. HANDLING STUDENT COMPLAINTS
2. ADMISSION OF NEW STUDENTS
3. ADVISING IRREGULAR STUDENTS
4. ADVISING REGULAR STUDENTS
5. ADVISING OF REGULAR STUDENTS (ONLINE)
6. REQUESTING PETITIONED COURSE
7. EXCUSE OF STUDENTS FOR INVITATIONAL ACTIVITIES

## 1. Handling Student Complaints

This procedure presents the steps in handling complaints of students that are brought to the attention of the office.

<b>Office or Division:</b>		College of Human Kinetics		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written complaint with evidences		Written complaint with evidences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures complaint form from staff	Received and Logbook the Complaint Form	None	1 minute	Student
2. Gives the complaint form for students to accomplish, and instructs students to proceed to Program Chair with valid evidence/witnesses presented	Released a Complaint Form	None	2 minutes	Office Staff
3. Peruses the contents of the complaint form and discusses with the student  If complaint holds no merit for deliberation, Program Chair gives appropriate action on the problem and the student conforms  If complaint holds merit, Program Chair forwards the complaint form to the College Dean	Discussed the content of the Complaint Form  Conformed Complaint Form  Conformed Complaint Form, Office Order for Grievance Committee, Transmittal Slip	None	5 minutes  10 minutes  10 minutes	Program Chair
4. Peruses complaint form,	Minutes of Proceedings	None	5 minutes	College Dean

sets a schedule and sends transmittal to concerned parties and College Student Disciplinary Tribunal	Conformed Complaint Form			
5. Convenes the College Student Disciplinary Tribunal & concerned parties  Conduct deliberation to resolve the problem or issue	Resolved the problem or issue	None	1 hour	College Student Disciplinary Tribunal /Concerned Parties
6. Conform with the action taken by the committee	Conformed with the action taken by the committee	None	5 minutes	Concerned Parties
7. Attest to the resolution/agreement arrived at. <i>Note: If the issue is not resolved with the College Student Disciplinary Tribunal, it is elevated to the Campus Student Disciplinary Tribunal</i>	Attested the Complaint Form	None	1 minute per member	College Student Disciplinary Tribunal
8. Records the ins and out of documents	The office staff records and files the Duly signed Complaint Form and documents.	None	2 minutes	Office Staff
9. Makes a follow-up on both parties to determine agreement/recommendation has been carried out  <i>If</i>	The Program Chair follows up the status of Students' Complaint/ Issue/ Concern Form	None	1 day	Program Chair

agreement/recommendation has not been carried out, the Program Chair will recommend to the College Dean for the complaint to be elevated to the Campus Student Disciplinary Tribunal				
10. If agreement/recommendation has been carried out, the Program Chair indicates in the Status of Students' Complaint/Issue/Concern Form  Endorses the complaint to the Campus Student Disciplinary Tribunal	The College Dean endorses the complaint to the Campus Student Disciplinary Tribunal	None		College Dean
<b>TOTAL</b>		<b>NONE</b>	<b>1 day and 1 hr, 41 mins.</b>	
<b>END OF TRANSACTION</b>				



## 2. Admission of New Student

This procedure presents the steps in the admission of new students.

<b>Office or Division:</b>	College of Human Kinetics			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>refers to the CAT Result, Form 138/Senior High School Report Card, Certificate of Good Moral Character, NSO Birth Certificate, Authenticated Marriage Certificate (for married applicant), Economic Status Profile, and 2 copies of 2x2 ID picture.</p> <p><b>CAT Result</b> is the form issued by the Admission's Office indicating the rating of the student in the College Admission Test (CAT).</p> <p><b>Economic Status Profile</b> refers to any of these documents: Parent's Income Tax Return, BIR Certificate of Tax Exemption, DSWD Listahanan Certificate, DSWD 4 Ps Certification, NCIP Certification of Membership in an Indigenous Cultural Community, and DSWD Certificate of Indigence (If required).</p> <p><b>Admitting Faculty</b> refers to a faculty member who is assigned to assess admission requirements, to conduct interview, and to advise the subjects to be enrolled by incoming first year students.</p>		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two copies of the admission requirements (original copy for the Registrar's Office and photocopy for the College) to the admitting Faculty	The admitting faculty checked the Requirements of the students.	None	3 minutes	Enrollee
2. Checks completeness and assesses the admission requirements submitted by the enrollee	The admitting faculty checked the admission requirements submitted by the enrollee	None	10 minutes	Admitting Faculty
3. Interviews the enrollee if all admission requirements are satisfied.	The enrolling faculty member shall execute the Interview Guide Questions	None	10 minutes	Admitting Faculty

4. Orients the enrollee about the implementation and conditions of Free Tuition Fee Scheme (RA 10931)	The admitting faculty member oriented the enrollee for the Guidelines on the Free Tuition Scheme	None		Admitting Faculty
5. Issues Advising Form, Student Profile Form, and Socio-Economic Profile Form to the enrollee who passed the interview and other necessary admission requirements	The admitting faculty member issued an Advising Form, Student Profile Form, Socio-Economic Profile Form	None	1 minute	Admitting Faculty
6. Fills out the Advising Form, Student Profile Form, and Socio-Economic Profile Form	The enrollee filled out the Advising Form, Student Profile Form, Socio-Economic Profile Form	None	10 minutes	Enrollee
7. Submits the admission requirements and accomplished forms in a long brown envelop	The enrollee submitted the Admission Requirements, Advising Form, Student Profile Form, Socio-Economic Profile Form	None	1 minute	Enrollee
8. Checks completeness of the admission requirements and accomplished forms	The admitting faculty member checked the admission requirements and accomplished forms	None	3 minutes	Admitting Faculty
9. Returns the admission requirements and Student profile Form	The admitting faculty member returned the admission requirements and students profile form	None	1 minute	Admitting Faculty
10. Submits the admission requirements, Student Profile Form, and Advising Form to the Program Chair/Program Chair for final review	The enrollee submitted the photocopy of Admission Requirements, Advising Form, Student Profile Form, Socio-Economic Profile Form	None	1 minute	Enrollee
11. Reviews and files the college copy of the admission	The College Dean and Program Chair reviewed the admission	None	5 minutes	College Dean, Program Chair and College Staff

requirements and accomplished forms	requirements and accomplished forms and the college staff filed the requirements			
12. Reviews and approves the Advising Form	The Program Chair reviewed approved the Advising Form	None	2 minutes	Program Chair
13. Proceeds to the Registrar's Office for enrollment	The enrollee will proceed to the Registrar's Office for the enrollment with the Original Copy of Admission Requirements, Advising Form	None	5 minutes	Enrollee
14. Prints the assessment form and files the original copy of the admission requirements of the enrollee	The registrar printed the assessment of the enrollee	None	5 minutes	Registrar's Office
15. Proceeds to the Accounting Office for the validation of enrollment	The enrollee proceeds to the accounting office for the validation of enrollment	None	3 minutes	Enrollee Availing the Free Tuition Fee Scheme
16. Proceeds to the Cashier's Office for payment of enrollment fees, then to the Accounting Office for the validation of enrollment	The enrollee proceeds to the Cashier's Office for the Assessment Form, Official Receipt  Enrollee Opting Out of the Free Tuition Fee Scheme	None	5 minutes	Enrollee
17. Proceeds to the Program Chair/Program Chair and submits College copy of the Advising Form and copy of the assessment form	The enrollee submitted the assessment Form marked as Officially Enrolled (College Copy)	None	1 minute	Enrollee
18. Files the Advising Form and assessment form in the enrollee's records	The Program Chair filed the assessment form in the enrollee's records	None	1 minute	Program Chair
<b>TOTAL</b>		<b>NONE</b>	<b>1 hr and 7 mins</b>	
<b>END OF TRANSACTION</b>				

### 3. Advising Irregular Students

This procedure presents the steps in advising irregular students.

<b>Office or Division:</b>		College of Human Kinetics		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><b>Advising Faculty</b> refers to a faculty member who evaluates the grades of an irregular student and advises the subjects to be enrolled by the enrollee.</p> <p><b>Irregular Student</b> refers to a student who has incurred deficiency/ies and has not completed courses as sequenced in the curriculum. It may also refer to a shifter, transferee, or returnee.</p> <p><b>Certification of Grades</b> refers to the document issued by the registrar indicating the subjects taken by a student in the past semester with the corresponding grades. This is used in determining the courses to be taken by the irregular student</p>		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents pertinent documents such as ID, CAT result (for transferee), Certification of Grades, etc. to the Advising Faculty	The Irregular Students presented the Student's ID, CAT Result, Certification of Grades and other requirements	None	(2 minutes)	Irregular Student
2. Checks all pertinent documents, evaluates the Certification of Grades vis-à-vis curriculum and gives the student the advising form indicating courses to be enrolled	The advising faculty checked all Pertinent Documents, Irregular Students' Log & Registrar's Evaluation Form	None	15-20 minutes per student)	Advising Faculty
3. Receives all pertinent documents from the Advising Faculty and submits the Advising Form to the Program Chair/Program Chair/College Dean for approval	The irregular student received all Pertinent Documents, Registrar's Evaluation Form, Advising Form	None	(5 minutes)	Irregular Student

4. Reviews and signs the Advising Form	The Program Chair reviewed the advising form	None	(3 minutes)	College Dean/Program Chair/Program Chair
5. Proceeds to the Registrar's Office for enrollment	The irregular student will proceed to the Registrar's Office with Advising Form	None	(3 minutes)	Irregular Student
6. Receives the Registrar's copy of the Advising Form and prints the assessment form	The registrar's office receives the copy of Advising Form, and printed Assessment Form	None	5 minutes	Registrar's Staff
7. Proceeds to the Accounting Office for the validation of enrollment  Proceeds to the Cashier's Office for payment of enrollment fees, then to the	The irregular student proceeds to the accounting office and cashier's office for the validation of Assessment Form	None	(3 minutes)	Irregular Student Availing the Free Tuition Fee Scheme
8. Accounting Office for the validation of enrollment	The irregular student proceeds to the accounting office for the validation of enrollment	None	5 minutes)	Irregular Student Opting Out of the Free Tuition Fee Scheme
9. Proceeds to the Program Chair and submits college copy of the Advising Form and copy of the assessment form and copy of the assessment form	The Irregular Student proceeds to the Program Chair to submit the assessment Form Marked as Officially Enrolled, Advising Form (College Copy)	None	(2 minutes)	Irregular Student
10. Files the Advising Form and assessment form	The Program Chair/College Staff filed the advising form and assessment form	None	(2 minutes)	Program Chair/College Staff
<b>TOTAL</b>		<b>NONE</b>	<b>50 mins</b>	
<b>END OF TRANSACTION</b>				

#### 4. Advising of Regular Students

This procedure presents the steps in advising regular students

<b>Office or Division:</b>		College of Human Kinetics		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><b>Advising Faculty</b> refers to a faculty member who evaluates the grades of a regular student and advises the subjects to be enrolled by him/her.</p> <p><b>Regular Student</b> refers to a student who has no deficiency and failing grades.</p> <p><b>Certification of Grades</b> refers to the document issued by the registrar indicating the subjects taken by a student in the past semester and his/her corresponding grades</p>		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents student's ID and Certification of Grades to the Advising Faculty	The regular students presented the Student's ID, Certification of Grades	None	(1 minute)	Regular Student
2. Evaluates grades of the regular student	The advising faculty evaluated the grade of the regular student	None	(5 minutes)	Advising Faculty
3. Issues Advising Form in duplicate if retention requirements are satisfied	The advising faculty issued the advising form in duplicate if retention requirements are satisfied	None	(2 minutes)	Advising Faculty
4. Fills out advising form	The Regular Student filled out the advising form	None	(5 minutes)	Regular Student
5. Reviews the subjects listed by the student	The advising faculty reviewed the subjects listed by the student	None	(2 minutes)	Advising Faculty
6. Submits the Advising Form to the Program Chair for approval	The regular student submitted the advising form to the program chair for approval	None	(1 minute)	Regular Student
7. Reviews and signs the Advising Form	The Program Chair reviewed and signed the advising form	None	(3 minutes)	Program Chair

8. Proceeds to the Registrar's office for enrollment	The regular student proceeds to the registrar's office for enrollment	None	(3 minutes)	Regular Student
9. Receives the Registrar's copy of the Advising Form and prints the assessment form of the regular student	The registrar's staff received the copy of the advising form and printed the assessment form of the regular student	None	(5 minutes)	Registrar's Office
10. Proceeds to the Accounting Office for the validation of enrollment	Proceed to the accounting office for the validation of Assessment Form	None	(3 minutes)	Regular Student Availing the Free Tuition Fee Scheme
11. Proceeds to the Cashier's Office for payment of enrollment fees, then to the Accounting Office for the validation of enrollment	The regular student proceeds to the cashier's office for the payment of enrollment fees, then to the accounting office for the validation of enrollment	None	(5 minutes)	Regular Student Opting Out of the Free Tuition Fee Scheme
12. Proceeds to the Program Chair and submits College copy of the Advising Form and copy of the assessment form	Proceed to the Program Chair and submit the Assessment Form Marked as 'Officially Enrolled', Advising Form (College Copy)	None	(1 minute)	Regular Student
13. Files the Advising Form and assessment form	The program chair/college staff filed the advising form and assessment form	None	(1 minute)	Program Chair/College Staff
<b>TOTAL</b>		<b>NONE</b>	<b>37 mins</b>	
<b>END OF TRANSACTION</b>				



### 5. Advising of Regular Students (Online)

This procedure presents the steps in advising regular students thru the portal.

<b>Office or Division:</b>		Learning and Resource Center		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><b>Advising Faculty</b> refers to a faculty member who evaluates the grades of a regular student and advises the subjects to be enrolled by him/her.</p> <p><b>Regular Student</b> refers to a student who has no deficiency and failing grades.</p> <p><b>Certification of Grades</b> refers to the document issued by the registrar indicating the subjects taken by a student in the past semester and his/her corresponding grades.</p>		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs into the portal and submits the accomplished Student Profile for pre-enlistment	Student logs in to the portal and submit the accomplished Student Account in the portal	None	2 minutes	Student
2. Opens the account in portal and evaluates the grades of the regular student who have pre-enlisted.	The advising faculty member evaluates the grades of the regular student who have pre-enlisted	None	(10 minutes)	Advising Faculty/Program Chair/Program Chair
3. Checks and fills out the Advising Form if retention requirements are satisfied and enlists the student in the portal and in the Control Sheet.	The advising faculty member checked and filled out the advising form if retention requirements are satisfied and enlisted the students in the portal and in the Control Sheet.	None	(2 minutes)	Advising Faculty/Program Chair/Program Chair
6. Approves the enrollment of the student.	The registrar approved the enrollment of the student	None	-	Registrar
7. Receives confirmation from the portal of approved enrolment.	The student received confirmation from the portal	None	-	Student



Assessment can be viewed and downloaded, if necessary				
8.Views the approved enrolment of student by the Registrar on the portal.	The program chair viewed the approved enrolment of students by the registrar on the portal	None	-	Advising Faculty/Program Chair/Program Chair
9. Proceeds to the Accounting Office for the validation of enrollment	The regular student proceeded to the accounting office for the validation of enrollment	None	(3 minutes)	Regular Student Availing the Free Tuition Fee Scheme
10.Proceeds to the Program Chair and submits College copy of the Advising Form and copy of the assessment form	The regular student proceeded to the Program Chair and submit the college copy of the documents	None	(1 minute)	Regular Student Opting Out of the Free Tuition Fee Scheme
11. Files the validated Assessment Form	The program Chair/college staff filed the validated Assessment Form Marked as 'Officially Enrolled', Advising Form (College Copy)	None	(1 minute)	Program Chair/College Staff
<b>TOTAL</b>		<b>NONE</b>	<b>19 mins</b>	
<b>END OF TRANSACTION</b>				

## 6. Requesting Petitioned Course

This procedure facilitates the steps in requesting petitioned courses

<b>Office or Division:</b>	College of Human Kinetics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><b>Irregular Student</b> is one who has not completed all course requirements as sequenced in the curriculum and is already graduating.</p> <p><b>Petitioned Course</b> is a subject or class requested by an irregular student to complete an academic deficiency/ies to be able to graduate or to undergo Student Internship.</p> <p><b>Petitioned Course Fee</b> is the amount to be paid by the petitioner/s based on the assigned faculty member's educational attainment</p>		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues an Office Order for students to request a petitioned course	The college dean issued an office order for students to request a petitioned course	None	(5 minutes)	College Dean
2. Receives Office Order and disseminates information to the students	The Program chair received an office order and disseminated the information to the students	None	(30 minutes)	Program Chair/Program Chair
3. Secures request form for petitioned course from the Office Staff/ Program Chair/Program Chair (	The student secured Request Form for Petitioned Course from the office staff	None	2 minutes)	Student
4 Gives the student a copy and makes the student sign in the petitioned course log	The program chair or college secretary gave the student a copy and asked the student to sign in the petitioned course log	None	(2 minutes)	Program Chair/Program Chair /College Secretary
5.Accomplishes the request form for petitioned course and requests the endorsement of the College Dean	The student accomplished the request form for petitioned course	None	(10 minutes)	Student
6.Peruses the request and assigns	College Dean/Program Requested and	None	(10 minutes)	College Dean/Program

a faculty	assigned a faculty			Chair/Program Chair
7. Accepts the petitioned course as a load by affixing signature	The faculty member accepted the petitioned course as a load by affixing signature	None	(5 minutes)	Faculty Member
8. Transmits the request form for petitioned course to CDAA	The college dean/college staff transmitted the request form for petitioned course to the CDAA	None	(5 minutes)	College Secretary/College Dean
9. Reviews the Request for Petitioned Course and forwards to the Accounting Office for the computation of the petitioned course fee	The CDAA reviewed the request for petitioned course	None	(10 minutes)	CDAA
10. Indicates the petitioned course fee to be paid by the student/s petitioning the course	The accounting staff indicated the petitioned course fee to be paid by the student/s petitioning the course	None	(15-30 minutes)	Accounting Staff
11. Approves the Request for Petitioned Course and forwards to the Registrar	The CEO approved the request for petitioned course and forwarded to the registrar	None	(10 minutes)	CEO
12. Receives the request form & transmittal and proceeds to the Registrar for approval	The student received the request form and transmittal	None	(5 minutes)	Student
13. Receives a copy of the approved request form, accomplishes the remark column of the petitioned course log, and gives the approved request form for petitioned course to the Program Chair as	The registrar received a copy of the approved request form.	None	(2 minutes)	Registrar

basis for preparing the Faculty Workload				
14. Receives the approved request form for petitioned course and submits a copy of the approved request for petitioned course with the computed fee to the Office Staff	The student received Approved Request Form for petitioned course, Petitioned Course Log	None	(1 minute)	Student
15. Receives a copy of the approved request form, accomplishes the remarks column of the petitioned course log, and gives the approved request form for petitioned course to the Program Chair as basis for preparing the Faculty Workload	The college secretary approved Request Form for petitioned course, Petitioned Course Log	None	-	College Secretary
16. Incorporates the petitioned course as a load and attaches a copy of the approved request for petitioned course in the faculty workloads	The program chair incorporated the petitioned course as a load and attached a copy of the approved request for petitioned course in the faculty workloads.	None	(2 minutes)	Program Chair
<b>TOTAL</b>		<b>NONE</b>	<b>2 hrs and 15 mins</b>	
<b>END OF TRANSACTION</b>				

### 7. Excuse of Students for Invitational Activities

This procedure facilitates the steps in excusing students from their classes to serve as technical officials for sports activities, and socio-cultural performance.

<b>Office or Division:</b>	College of Human Kinetics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Special Order-</b> formal order coming from the University President or the Campus Executive Officer allowing students to perform inside and outside the University premise.		Office of the President or Office of the Campus Executive Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and records invitations addressed to the CEO/CHK Dean for the request of student-performers and technical officials in events	The College staff received and recorded the invitations addressed to the CEO/CHK Dean for the request of student	None	(1 minute)	Office Staff
2. Transmits the invitation to the CHK Dean for approval	The office staff transmitted the invitation to the CHK Dean for approval	None	(2minutes)	Office Staff
3. Reviews and recommends approval of the invitation, assigns faculty in-charge to choose participants and to prepare for the said request, and transmit to the College Staff to request Special Order from the office of the CEO	The college dean reviewed and recommends approval of the invitation	None	(10minutes)	College Dean
4. Approves and issues Special Order and transmit to the CHK Office	The CEO approved and issued an Office order and transmitted to the CHK office	None	-	CEO
5. Receives and	The office staff	None		Office Staff

records the Special Order and transmit the Special Order to the concerned students and faculty	received and recorded the office order and transmitted to the concerned students and faculty			
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	

# **COLLEGE OF HUMANITIES AND SOCIAL SCIENCES**

- 1. ADMISSION, SCREENING AND ENROLLMENT**
- 2. REQUEST FOR CONSULTATION**
- 3. REQUEST FOR MAKE-UP CLASS**
- 4. REQUEST FOR THE DEAN'S SIGNATURE OF GOOD MORAL**
- 5. REQUEST FOR THE OPENING OF SPECIAL CLASSES (PETITION)**
- 6. REQUEST FOR THE GOOD MORAL FROM THE DEPARTMENT CHAIR**
- 7. REQUEST FOR THE CERTIFICATION OF IN PROGRESS GRADES**

**1. Admission, Screening, and Enrollment**

The process is intended to examine the qualifications of the applicant.

The process is intended to examine the qualifications of the applicant.

<b>Office or Division:</b>	Office of the College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Old/Returning/New/Transferee Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Profile		Online/Downloadable Forms		
College Admission Test		Online/Downloadable Forms		
Form 137		School of Origin		
Senior High School Card				
Good Moral Certificate				
Birth Certificate		PSA Office		
2x2 ID Pic		Client		
Two long brown envelops				
Certificate of Indigency/ Barangay Certification		Residing Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Submit requirements	Check and evaluate the submitted requirements	None	3 minutes	Program coordinator
Undergo interview	Conduct personal interviews	None	5 minutes	Professor and/or Program coordinator/ Department Chair
Receive duly signed advising Form for submission to the Office of the Registrar as basis for registration	Give duly signed advising form	None	1 minute	Program coordinator
Submit copy of enrollment assessment as evidence of official enrollment	Receive and file in the permanent record copy of the assessment	None	1 minute	Assigned enrolling Professor and/or Program coordinator
<b>TOTAL</b>		<b>NONE</b>	<b>12 mins</b>	
<b>END OF TRANSACTION</b>				



**2. Request for Consultation**

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Humanities and Social Sciences		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Client: Student		
Feedback form		Faculty members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Fill out request form for consultation	Receive the filled-out request form for consultation	None	2 minutes	College Secretary
Wait for final instruction	Direct the student to the faculty member concerned or the Dean	None	3 minutes	College Secretary
Consultation proper	Extend appropriate assistance to the student	None	10-20 minutes	Faculty member concerned
<b>TOTAL</b>		<b>NONE</b>	<b>27 mins</b>	
<b>END OF TRANSACTION</b>				

### 3. Request for Make-up Classes

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Humanities and Social Sciences		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Client: Faculty		
Feedback form		Faculty members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out request form for make-up class/es	Receive the filled-out request form for make-up class/es	None	1 minutes	College Secretary
Wait for the action of the Office	Forward the request letter to the Department Chair	None	1 minutes	College Secretary
	Indorse the request letter to the College Dean	None	2 minutes	Department Chair
	Approve/ disapprove the petition	None	2 minutes	College Dean
<b>TOTAL</b>		<b>NONE</b>	<b>6 mins</b>	
<b>END OF TRANSACTION</b>				

**4. Request for the Dean's Signature of Good Moral**

The process is intended to ensure that the record of students is updated.

<b>Office or Division:</b>		Office of the College of Humanities and Social Sciences		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracer Study		Program Chairs/College Secretary		
Academic requirements		Registrar's Office/Portal		
Feedback form		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Present and request for the signing of the Good Moral Form	Receive the Good Moral Form	None	1 minutes	College Secretary
	Sign the Good Moral Form	None	1 minute	College Dean
	Release the signed Good Moral Form	None	1 minute	College Secretary
Receive the signed Good Moral	Require the student to receive the clearance sheet officially	None	1 minutes	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>6 mins</b>	
<b>END OF TRANSACTION</b>				

**5. Request for the Opening of Special Classes (Petition)**

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Humanities and Social Sciences		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Grades		Client: Student		
Feedback form		College Secretary/Program Chairs/Assigned Prof.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Submit petition letter for the opening of a course	Receive the petition letter	None	1 minutes	College Secretary
Wait for the action of the Office	Forward the petition letter to the Department Chair	None	2 minutes	College Secretary
	Indorse the petition letter to the College Dean	None	2 minutes	Department Chair
	Approve/ disapprove the petition	None	5 minutes	College Dean
Receive the approved/ disapproved petition letter	Instruct the student on the next step	None	5 minutes	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>17 mins</b>	
<b>END OF TRANSACTION</b>				

## 6. Request for the Good Moral from the Department Chair

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>	Office of the College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracer Study		Program Chairs/College Secretary		
Academic requirements		Registrar's Office/Portal		
Feedback form		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Present the Good Moral from the Guidance Office	Receive the Good Moral	None	1 minutes	College Secretary
	Show it to the Department Chair and wait for his/her instruction	None	1 minute	College Secretary
	Encode a Good Moral from the Department Chair and show it to the Department Chair for signature	None	5 minutes	College Secretary
	Sign the Good Moral	None	2 minutes	Department Chair
	Release the signed Good Moral	None	1 minute	College Secretary
Receive the signed clearance sheet	Require the student to receive the clearance sheet officially	None	1 minutes	College Secretary
Receive the client satisfaction survey	Give appropriate instructions to the client	None	2 minutes	College Secretary
Submit the duly accomplished client satisfaction survey	Receive the client satisfaction survey.	None	1 minute	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>16 mins</b>	
<b>END OF TRANSACTION</b>				



## 7. Request for the Certification of In Progress Grades

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Humanities and Social Sciences		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracer Study		Program Chairs/College Secretary		
Academic requirements		Registrar's Office/Portal		
Feedback form		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in on the visitor's logbook	Ask the client about their concern	None	2 minutes	College Secretary
Present the copy of Certificate of Grades (Hard Copy or Soft Copy)	Receive the copy of grades and ask for the Dean/Department Chair instruction	None	2 minutes	College Secretary
	Encode the Certification of Grade and show it to the Dean for signature	None	5 minutes	College Secretary
	Sign the Certification of In Progress Grade	None	1 minute	College Dean
	Release the signed Good Moral Form	None	1 minute	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>15 mins</b>	
<b>END OF TRANSACTION</b>				



# **COLLEGE OF NATURAL SCIENCES AND MATHEMATICS**

- 1. ADMISSION, SCREENING AND ENROLLMENT**
- 2. PROCESSING AND APPROVAL OF REQUESTS**
- 3. REQUEST FOR CONSULTATION**
- 4. REQUEST FOR MAKE-UP CLASS**
- 5. REQUEST FOR THE DEAN'S SIGNATURE OF GOOD MORAL/CLEARANCE**
- 6. REQUEST FOR EVALUATION OF GRADES**
- 7. REQUEST FOR THE OPENING OF SPECIAL CLASSES (PETITION)**



## 1. Admission, Screening, and Enrollment

The process is intended to examine the qualification of the applicant.

<b>Office or Division:</b>	Office of the College of Natural Sciences and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Old/Returning/New/Transferee Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Profile		Online/Downloadable Forms		
College Admission Test		Online/Downloadable Forms		
Form 137		School of Origin		
Senior High School Card				
Good Moral Certificate				
Birth Certificate		PSA Office		
2x2 ID Pic		Client		
Two long brown envelops				
Certificate of Indigency/ Barangay Certification		Residing Barangay		
Feedback form		College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit requirements	Checks and evaluates the submitted requirements	None	3 minutes	Assigned enrolling Professor and/or Program coordinator
Undergo interview	Conduct personal interviews	None	5 minutes	Assigned enrolling Professor and/or Program coordinator
Receive duly signed advising Form for submission to the Office of the Registrar as basis for registration	Give duly signed advising form	None	1 minute	Assigned enrolling Professor and/or Program coordinator
Submit copy of enrollment assessment as evidence of official enrollment	Receive and file in the permanent record copy of the assessment	None	1 minute	Assigned enrolling Professor and/or Program coordinator





Receive the client satisfaction survey	Give appropriate instruction to the client	None	2 minutes	College Secretary
Submit the duly accomplished client satisfaction survey	Receive the client satisfaction survey.	None	1 minute	College Secretary
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	

## 2. Processing and Approval of Requests

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>	Office of the College of Natural Sciences and Mathematics			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students/Graduates/Parents/Other Offices/Other Agencies/Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Depending on the nature of requests		Client		
Feedback form		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure request form	Assist/instruct the client to fill out the request form	None	2 minutes	Office Secretary
Submit the filled-out request form	Prepare necessary documents and process the request	None	10 minutes	Office Secretary
	Hand over the prepared documents to the Dean for approval	None	1 minute	College Dean
	Peruse the documents for appropriate action	None	2 minutes	Program Coordinator/Department Chair/College Dean
	Release the acted request	None	2 minutes	College Secretary
Receive the acted request	Explain the action of the concerned Officer	None	7 minutes	College Secretary
	Ask the client to fill out the client satisfaction survey	None	3 minutes	College Secretary
Receive the client satisfaction survey	Give appropriate instruction to the client	None	2 minutes	College Secretary
Submit the duly accomplished client satisfaction survey	Receive the client satisfaction survey	None	1 minute	College Secretary
<b>TOTAL:</b>		None	<b>30 minutes</b>	

### 3. Request for Consultation

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Natural Sciences and Mathematics		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Client: Student		
Feedback form		Faculty members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out request form for consultation	Receive the filled- out request form for consultation	None	2 minutes	College Secretary
Wait for final instruction	Direct the student to the faculty member concerned or the Dean	None	3 minutes	College Secretary
Consultation proper	Extend appropriate assistance to the student	None	10-20 minutes	Faculty member concerned or the Program Coordinator or Department Chair or College Dean
Accomplish the client satisfaction survey	Wait for the submission of the client satisfaction survey	none	3 minutes	College Secretary
Submit the accomplished client satisfaction survey	Receive the accomplished client satisfaction survey	none	2 minutes	College Secretary
<b>TOTAL:</b>		<b>none</b>	<b>30 minutes</b>	

#### 4. Request for Make-up Classes

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Natural Sciences and Mathematics		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Client: Faculty		
Feedback form		Faculty members		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out request form for make-up class/es	Receive the filled-out request form for make-up class/es	None	2 minutes	College Secretary
Wait for the action of the Office	Forward the request letter to the Department Chair	None	2 minutes	College Secretary
	Indorse the request letter to the College Dean	None	2 minutes	Department Chair
	Approve/disapprove the petition	None	5 minutes	College Dean
Receive the approved/disapproved request letter	Files a copy of the request	None	5 minutes	College Secretary
Accomplish the client satisfaction survey	Wait for the submission of the client satisfaction survey	none	3 minutes	College Secretary
Submit the accomplished client satisfaction survey	Receive the accomplished client satisfaction survey	none	2 minutes	College Secretary
<b>TOTAL:</b>		<b>none</b>	<b>21 minutes</b>	



### 5. Request for the Dean's Signature of Good Moral/Clearance

The process is intended to ensure that the record of students is updated.

<b>Office or Division:</b>	Office of the College of Natural Sciences and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracer Study		Program Chairs/College Secretary		
Academic requirements		Registrar's Office/Portal		
Feedback form		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present and request for the signing of the clearance	Check academic record and requirements of the students  Sign the student's clearance	None	3 minutes	Program Coordinator, Department chair
Receive the signed student clearance	Inform/advise the student of the next step to be done	None	2 minutes	Program Coordinator, Department chair
Present and request for the signing of the clearance	Receive and record the receipt of the clearance sheet	None	2 minutes	Office Secretary
	Sign the clearance sheet	None	1 minute	College Dean
	Release the signed clearance sheet	None	1 minute	College Secretary
Receive the signed clearance sheet	Require the student to receive the clearance sheet officially	None	1 minutes	College Secretary
Receive the client satisfaction survey	Give appropriate instruction to the client	None	2 minutes	College Secretary



Submit the duly accomplished client satisfaction survey	Receive the client satisfaction survey.	None	1 minute	College Secretary
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	

**6. Request for Evaluation of Grades**

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>		Office of the College of Natural Sciences and Mathematics		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certification of Grades			Client: Student	
Feedback form			College Secretary/Program Chairs/Assigned Prof.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure request form	Assist the client in filling out the request form and instruct him/her to secure a copy of his Certification of grades from the Office of the Registrar	None	2 minutes	Office Secretary
Submit the filled-out request form together with the copy of the Certification of grades and wait for further instruction	Receive and hand over the documents to the Program Coordinator for evaluation	None	5 minutes	Program Coordinator/ Assigned Professor
	Evaluates the students based on the applicable curriculum	None	10-15 minutes	Program Coordinator/ Assigned Professor
	Inform the student of the result of the evaluation	None	3 minutes	Program Coordinator/ Assigned Professor/ College Dean
Receive the acted request	Release the evaluation sheet	None	3 minutes	College Secretary
	Ask the client to fill out the client satisfaction survey	None	3 minutes	College Secretary



Accomplish the client satisfaction survey	Wait for the submission of the client satisfaction survey	none	3 minutes	College Secretary
Submit the accomplished client satisfaction survey	Receive the accomplished client satisfaction survey	none	2 minutes	College Secretary
<b>TOTAL</b>		<b>None</b>	<b>36 minutes</b>	



**7. Request for the Opening of Special Classes (Petition)**

The process is intended to ensure ease of doing business.

<b>Office or Division:</b>	Office of the College of Natural Sciences and Mathematics			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Grades		Client: Student		
Feedback form		College Secretary/Program Chairs/Assigned Prof.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit petition letter for the opening of a course	Receive the petition letter	None	2 minutes	College Secretary
Wait for the action of the Office	Forward the petition letter to the Department Chair	None	2 minutes	College Secretary
	Indorse the petition letter to the College Dean	None	2 minutes	Department Chair
	Approve/ disapprove the petition	None	5 minutes	College Dean
Receive the approved/ disapproved petition letter	Instruct the student on the next step	None	5 minutes	College Secretary
Accomplish the client satisfaction survey	Wait for the submission of the client satisfaction survey	none	3 minutes	College Secretary
Submit the accomplished client satisfaction survey	Receive the accomplished client satisfaction survey	none	2 minutes	College Secretary
<b>TOTAL:</b>		<b>none</b>	<b>21 minutes</b>	



# COLLEGE OF INDUSTRIAL TECHNOLOGY

1. HANDLING STUDENTS COMPLAINT
2. ADMISSION OF NEW STUDENT
3. ADVISING REGULAR STUDENT
4. ADVISING IRREGULAR STUDENT
5. REQUEST FOR PETITIONED COURSE

## 1. Handling Students Complaints

This covers written student's complaints that could be addressed by the Department Chair and the College Dean.

<b>Office or Division:</b>	College of Industrial Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		College office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures complaint form from office staff	1.1 Gives the complaint form for student to accomplish and instructs student to proceed to the Department Chair and present valid evidences	None	1. (1 minute) 1.1 (2 minutes)	Office Staff Department
	1.2 Peruses the contents of the complaint form and discusses the nature of the complaint with the student		1.2 (5 minutes)	
	1.3 If complaint holds no merit for deliberation, Department Chair gives appropriate action on the problem and the student conforms		1.3 (10 minutes)	
	1.4 If complaint holds merit, Department Chair elevates the complaint to the College Dean		1.4 (10 minutes)	
	1.5 Pursues complaint form, sets a schedule for deliberation and sends transmittal to concerned parties and College Student Disciplinary.		1.5 (5 minutes)	
	1.6 Convenes the college Student Disciplinary Tribunal & concerned parties.		1.6/1.7 (1 hour)	
	1.7 Conduct deliberation to resolve the problem or issue			

	<p>1.8 Conform with the action taken by the committee</p> <p>1.9 Attests to the resolution/ agreement arrived at (1 minute per member)  <i>(Note: If the issue is not resolved within the College Grievance Committee, it is elevated to the Campus Grievance Committee.)</i></p> <p>10. Logs the document</p> <p>11.1 Makes a follow-up on both parties to determine agreement/recommendation has been carried out.</p> <p><i>If agreement/ recommendation has not been arrived out, the Department Chair will recommend to the College Dean for the complaint to be elevated to the Campus Grievance Committee.</i></p> <p><i>If agreement/recommendation has been carried out, the Department Chair indicates in the status of Students' Complaint/ Issue/Concern Form Endorses the complaint to the Campus Grievance Committee, if necessary.</i></p> <p><b>"END"</b></p>		<p>1.8 (5 minutes)</p> <p>1.9 ( 1 minute per member)</p> <p>10. (1 minute)</p> <p>11.1 (1 hour)</p>	
	<b>TOTAL</b>	<b>NONE</b>	<b>2hrs 40 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Admission of New Student

This procedure presents the steps in the admission of new students

<b>Office or Division:</b>		College of Industrial Technology		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may Avail:</b>		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Advising Form		College Office		
Student Profile Form		College Office		
Socio-Economic Profile Form		College Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Advising Form, Student Profile Form, and Socio-Economic Profile		None	1. (10 minutes)	Admitting Faculty
2. Submits the admission requirements and accomplished forms in a long brown envelop	2.1 Checks completeness of the admission requirements and accomplished form		2. (1 minute) 2.1 (3 minutes)	Department Chair Department Chair
	2.2 Returns the admission requirements and Student profile Form		2.2 (1 minute)	Department Chair
3. Submits the admission requirements, Student Profile Form and Advising Form to the Department Chair/ Program Chair for final review	3.1 Reviews and files the college copy of the admission requirements and accomplished forms		3. (1 minute) 3.1 (5 minutes)	Department Chair
	3.2 Reviews and approves the Advising Form		3.2 (2 minutes)	Department Chair
4. Proceeds to the Registrars' Office for endorsement	4. 1 Prints the assessment form and files the original copy of the admission requirements of the enrollee		4. (5 minutes) 4.1 (5 minutes)	Registrar Staff
5. Proceeds to			5. (3 minutes)	Accounting Office

the Accounting Office for the validation of enrolment	5. Proceeds to the Cashier's Office for payment of enrolment fees.			
	<b><i>“END”</i></b>			
<b>TOTAL</b>		<b>NONE</b>	<b>45 minutes</b>	
<b>END OF TRANSACTION</b>				

### 3. Advising Irregular Students

This procedure applies to all irregular students.

<b>Office or Division:</b>		College of Industrial Technology		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may Avail:</b>		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's ID				
Certification of Grades		Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents pertinent documents such as ID, CAT result (for transferee). Certification of Grades, etc. to the Advising Faculty	1.1 Check all pertinent documents, evaluate the Certification of Grades vis-a-vis curriculum and gives the student the advising form indicating courses to be enrolled.	None	1.1 (2 minutes)	Advising Faculty
2. Receives all pertinent documents from the Advising Faculty and submits the Advising Form to the Department Chair/Program Chair/College Dean for approval	2.1 Reviews and signs the Advising Form		2. (15-20 minutes per student)) 2.1 (3 minutes)	College Dean/ Department Chair/Program Chair
3. Proceeds to the Registrar's Office for enrollment	3.1 Receives the Registrar's copy of the Advising Form and prints the assessment form		3. (3 minutes) 3.1 (5 minutes)	Registrar's Staff
4. Proceeds to the Accounting Office for the validation of enrollment			4. (3 minutes)	Accounting Office
5. Proceeds to the Cashier's Office for payment of enrollment fees, then to the Accounting Officer for the validation of enrollment			5. (5 minutes)	Cashier Office/Accounting Office

6. Proceeds to the Department Chair and submits college copy of the Advising Form and copy of the assessment form	6.1 Files the Advising Form and assessment form  “ <b>END</b> ”		6. (2 minutes) 6.1 (2 minutes)	Department Chair/Program Chair/College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>40 minutes</b>	
<b>END OF TRANSACTION</b>				



#### 4. Advising Regular Students

This procedure applies to all regular students.

<b>Office or Division:</b>		College of Industrial Technology		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may Avail:</b>		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's ID				
Advising Form		College Office		
Assessment Form		Registrar		
Certification of Grades		Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents student's ID and Certification of Grades to the Advising Faculty	1.1 Evaluates grades of the regular student 1.2 Issues Advising Form in duplicate if retention requirements are satisfied	None	1.(1 minute) 1.1 (5 minutes) 1.2 (2 minutes)	Advising Faculty
2. Fills out advising form	2. Reviews the subjects listed by the student		2. (5 minutes) 2.1 (2 minutes)	Advising Faculty
3. Submits the Advising Form to the Department Chair for approval	3. Reviews and signs the Advising Form		3. (1 minute) 3.1(3 minutes)	Advising Faculty
4. Proceeds to the Registrar's office for enrollment.	4. Receives the Registrar's copy of the Advising Form and prints the assessment form of the regular student		4. (5 minutes)	Registrar's Office
5. Proceeds to the Accounting Office for the validation of enrollment			5. (3 minutes)	Accounting Office
6. Proceeds to the Cashier's Office for the payment of enrollment fees, then to the Accounting Office for the validation of enrollment			6. (5 minutes)	Cashier Office/Accounting Office
7. Proceeds to the Department Chair and submits College	7.1 Files the Advising Form and assessment form		7. (1 minute) 7.1 (1 minute)	Department Chair

copy of the Advising Form and copy of the assessment form	" END"			
TOTAL		NONE	35 minutes	
END OF TRANSACTION				

### 5. Request for Petitioned Course

This covers senior students but are irregular student due to academic deficiency/ies in the general education, and major courses. The petitioner may be allowed two (2) petitioned courses per semester.

<b>Office or Division:</b>	College of Industrial Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's ID				
Advising Form		College Office		
Assessment Form		Registrar		
Certification of Grades		Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secures request form for petitioned course from the Office Staff/ Department Chair/ Program Chair	1. Issues an Office Order for students to request a petitioned course	None	1. ( 5 minutes)	College Dean
	2. Receives Office Order and disseminates information to the students		2. (30 minutes)	Department Chair/ Program Chair
	3.1 Gives the student a copy and makes the student sign in the petitioned course log		3. (3 minutes) 3.1 (2 minutes)	Department Chair/ Program Chair/College Secretary
	4. Peruses the request and assigns a faculty		4. (10 minutes)	Department Chair/ Program Chair/College Secretary
	5. Accepts the petitioned course as a loaf by fixing signature		5. (5 minutes)	Faculty Member
	6. Transmits the request form for petitioned course to CDAA		6. (5 minutes)	College Secretary/College Dean
	<b>"END"</b>			
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour</b>	
<b>END OF TRANSACTION</b>				



# **COLLEGE OF PUBLIC ADMINISTRATION**

- 1. ADMISSION, SCREENING, AND ENROLLMENT**
- 2. REQUEST FOR MAKE-UP CLASS**
- 3. REQUEST FOR THE CERTIFICATION OF IN PROGRESS GRADES**
- 4. REQUEST FOR THE DEANS SIGNATURE OF GOOD MORAL**
- 5. REQUEST FOR CONSULTATION FORM**
- 6. REQUEST FOR PETITIONED COURSE**
- 7. HANDLING STUDENT COMPLAINTS**

## 1. Admission, Screening, and Enrollment

The process is intended to examine the qualifications of the applicant.

<b>Office or Division:</b>		College of Public Administration		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Old/Returning/New/Transferee Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Profile College Admission Test Form 137 Senior High School Card Good Moral Certificate NSO/Birth Certificate 2x2 ID Picture Certificate of Indigency/Barangay Certification Feedback Form		Online/Downloadable Forms Online/Downloadable Forms School of Origin PSA Client Residing Barangay College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log- in on the visitors logbook	Ask the client about their concern	none	2 minutes	College Secretary
Submit Requirements	Check and evaluate the requirements submitted	none	3 minutes	Program Coordinator
Undergo interview	Conduct personal interview	none	5 minutes	Professor and/or Program Coordinator/ Department Chair
Receive duly signed advising form for submission to the Office of the Registrar as a basis for registration	Give the duly signed advising form	none	1 minute	Program coordinator
Submit assessment form as officially enrolled	Receive and file the permanent records/copy of the assessment	none	1minute	Assigned enrolling Professor and/or Program coordinator
<b>TOTAL</b>		<b>NONE</b>	<b>12 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Request for Make-up Classes

This process is intended to ensure ease of doing business.

<b>Office or Division:</b>	College of Public Administration			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Client: Faculty		
Feedback Form		Faculty Members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out request form for make-up classes/es	Receive the filled-out request form for make-up classes/es	none	1 minute	College Secretary
Wait for the action of the Office	Forward the request letter to the Department Chair	none	1 minute	College Secretary
	Indorse the request letter to the College Dean	none	2 minutes	Department Chair
	Approve and disapprove the request	none	2 minutes	College Dean
<b>TOTAL</b>		<b>NONE</b>	<b>6 minutes</b>	
<b>END OF TRANSACTION</b>				

### 3. Request for the Certification of Grades on In-Progress Grades

This process is intended to ensure ease of doing business

<b>Office or Division:</b>		College of Public Administration		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracer Study		Program Chairs/College Secretary		
Academic Requirements		Registrar's Office/Portal		
Feedback Form		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log - in on the visitor's logbook	Ask the client about his/her concern	None	2 minutes	College Secretary
Present the copy of Certification of Grades (Hard Copy or Soft Copy)	Receive the copy of grades and ask for the Dean/Department Chair instruction	None	2 minutes	College Secretary
	Encode the Certification of Grade and show it to the Dean for signature	None	5 minutes	College Secretary
	Sign the Certification of Grades In Progress Grade	None	1 minute	College Dean
	Release the signed Certification of Grades	None	1 minute	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>12 minutes</b>	
<b>END OF TRANSACTION</b>				

#### 4. Request for the Dean's Signature of Good Moral

This process is intended to ensure that the record of students is updated

<b>Office or Division:</b>		Office of the College Dean		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracer Study Academic Requirements Feedback Form		Program Chairs/College Secretary Registrar's Office/Portal College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log- in on the visitors logbook	Ask the client about his/her concern	None	2minutes	College Secretary
Present and request for the signing of the Good Moral Form	Receive the Good Moral Form	None	1 minute	College Secretary
	Sign the Good Moral Form	None	1minute	College Secretary
	Release the signed Good Moral Form	None	1minute	College Secretary
Receive the signed Good Moral Form	Require the student to receive the clearance sheet officially	None	1minute	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>6 minutes</b>	
<b>END OF TRANSACTION</b>				



### 5. Request for Consultation

This process is intended to ensure ease of doing business.

<b>Office or Division:</b>		College of Public Administration		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Students		
Feedback Form		Faculty Members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log- in on the visitor's logbook	Ask the client about hi/her concern	None	2 minutes	College Secretary
Fill out request form for consultation	Received the filled-out request form for consultation	None	2 minutes	College Secretary
Wait for final instruction	Direct the student to the faculty member concerned or the Dean	None	3 minutes	College Secretary
Consultation Proper	Extend appropriate assistance to the student	None	20 minutes	Faculty Member Concerned
<b>TOTAL</b>		<b>NONE</b>	<b>27 minutes</b>	
<b>END OF TRANSACTION</b>				

## 6. Request for Petition Course

This procedure facilitates the steps in requesting petitioned courses

<b>Office or Division:</b>	College of Public Administration			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><b>Irregular Student</b> is one who has not completed all course requirements as sequenced in the curriculum and is already graduating.</p> <p><b>Petitioned Course</b> is a subject or class requested by an irregular student to complete an academic deficiency/ies to be able to graduate or to undergo Student Internship.</p> <p><b>Petitioned Course Fee</b> is the amount to be paid by the petitioner/s based on the assigned faculty member's educational attainment</p>		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request an Office Order for petitioned course	The college dean issues an office order for students to request a petitioned course	None	(5 minutes)	College Dean
2. Receives Office Order	The Program chair receives an office order and disseminates it to the students	None	(30 minutes)	Program Chair/Program Chair
3. Secure request form for petitioned course from the Office Staff/ Program Chair/Program Chair (	The program chair or college secretary gave the student a copy and asked the student to sign in the petitioned course log	None	2 minutes)	Student
4. Accomplish the request form for petitioned course and request for the endorsement of the College Dean	The college dean accomplished petitioned course and endorses it to the office of the CEO.	None	(10 minutes)	Student
5.Wait the request and	College Dean/Program	None	(10 minutes)	College Dean/Program

assigns a faculty	chair assign a faculty			Chair/Program Chair
6. Accepts a copy of the form for petitioned course	The faculty member accepts the petitioned course as a load by affixing signature	None	(5 minutes)	Faculty Member
7. Transmits the request form for petitioned course to the Dean. The CDAA reviews the request for the petitioned course	The college dean/college staff transmits the request form for petitioned course to the CDAA	None	(15 minutes)	College Secretary/College Dean
8. Submits the completed form to the Accounting Office for the computation of the fees	The accounting staff indicated the petitioned course fee to be paid by the student/s petitioning the course	None	(30 minutes)	Accounting Staff
9. Pays the fee for the petitioned course	The accounting staff issues the receipts	None	(2 minutes)	Accounting Staff
10. Submits Petition Course with receipts to the Registrar	The CEO approves the request petitioned course, and forwards to the registrar	None	(10 minutes)	CEO
11. Receives the request form & transmittal and proceeds to the Registrar for approval	The registrar gives the approved request form and transmittal	None	(5 minutes)	Student
12. Receives a copy of the approved request form, accomplishes the remark column of the petitioned course log, and gives the approved request	The registrar receives a copy of the approved request form.	None	(2 minutes)	Registrar



form for petitioned course to the Program Chair as basis for preparing the Faculty Workload				
13. Receives the approved request form for petitioned course and submits a copy of the approved request for petitioned course with the computed fee to the Office Staff	The student received Approved Request Form for petitioned course, Petitioned Course Log	None	(1 minute)	Student
14. Receives a copy of the approved request form, accomplishes the remarks column of the petitioned course log, and gives the approved request form for petitioned course to the Program Chair as basis for preparing the Faculty Workload	The college secretary receives request form for petitioned course.	None	(2 minutes)	College Secretary
15. Received the final instructions for the conduct of the petitioned course	The program chair incorporates the petitioned course as a load and attach a copy of the approved request for petitioned course in the faculty workloads.	None	(2 minutes)	Program Chair
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours &amp; 11 minutes</b>	
<b>END OF TRANSACTION</b>				

## 7. Handling Student Complaint

This process presents the steps in handling complaint of students that are brought to the attention of the office

<b>Office or Division:</b>	College of Public Administration			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written complaint with evidences		students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures complaint form from staff	Receives and records in the logbook the complaint form and releases the form	None	1 minute	student
2. Fills out and accomplishes the form and submits to the Program Chair and handles evidences/witnesses	Peruses the contents of the complaint form and discusses with the student  If complaint holds no merit for deliberation, the program chair gives appropriate action on the problem and the student conforms.  If complaint holds merit, Program Chair forwards the Complaint form to the College Dean	None	25 minutes	Program chair
3. Attends proceedings of the Disciplinary Tribunal	Conforms Proceedings	None	5 minutes	Dean
4. Attends deliberation	Convenes the college student Disciplinary Tribunal & concerned parties  Conduct deliberation to resolve the issue	None	1 hour	College Student Disciplinary Tribunal/Concerned parties
5. Receives with consent the action taken by the committee	Conforms with the action taken by the committee	None	5 minutes	Concerned Parties

6.Receives an attestation/resolution Copy	Attests the Complaint Form	None	1 minute per member	College Student Disciplinary Tribunal
7.Receives the document and the resolution/complaint	The office staff records and files the duly signed Complaint Form and documents	None	2 minutes	Office Staff
8. Makes a follow-up on both parties to determine agreement/recommendation has been carried out	The Program Chair follows up the status of Students' Complaint/Issue/concern Form  If agreement/recommendation has not been carried out, the Dean for the complaint to be elevated to the Campus Student Disciplinary Tribunal	None	1day	Program Chair
9. Student receives a copy of the present status of the complaint.	Endorses the complaint to the Campus Student Disciplinary Tribunal  If agreement/recommendation has been carried out, the Program Chair indicates in the Status of Student's Complaint/Issue/Concern Form	None	1 day	College Dean
<b>TOTAL</b>		<b>NONE</b>	<b>2 days, 1hr and 3 minutes</b>	
<b>END OF TRANSACTION</b>				



# COLLEGE OF INFORMATION AND COMPUTING SCIENCES

1. ENROLLMENT OF NEW STUDENTS
2. DEPLOYMENT OF STUDENT OJT/IMMERSION
3. PREPARATION AND SIGNING OF MOA FOR THE
4. STUDENT INTERNSHIP PROGRAM
5. CONDUCTING MAKE-UP CLASSES
6. REQUESTING PETITIONED COURSE
7. STUDENT'S CONSULTATION WITH FACULTY MEMBER
8. HANDLING STUDENT COMPLAINTS

**1. Enrollment of New Students**

<b>Office or Division:</b>		College of Information and Computing Sciences		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Old/Returning/New/Transferee Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Profile College Admission Test Form 137 Senior High School Card Good Moral Certificate NSO/Birth Certificate 2x2 ID Picture Certificate of Indigency/Barangay Certification Feedback Form		STUDENTS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents two copies of the admission requirements (original copy for the Registrar's Office and photocopy for the College) to the admitting Faculty	Checks completeness and assesses the admission requirements submitted by the enrollee	None	20minutes	Enrolling officer/Program chairperson
	Interviews the enrollee if all admission requirements are satisfied  Orients the enrollee about the implementation and conditions of Free Tuition Fee Scheme (RA 10931)			
	Issues Advising Form to the enrollee who passed the interview and other necessary			Enrolling officer/Program chairperson



	admission requirements are satisfied			
Fills out Student Profile Form, and Socio-Economic Profile Form		None	5minutes	
Fills out Student Profile Form, and Socio-Economic Profile Form	Reviews Form	None	3minutes	
Proceeds to the Registrar's Office for enrollment	Prints the assessment form and files the original copy of the admission	None		Registrar Staff
Proceeds to the Accounting Office for the validation of enrollment				Accounting Staff
Proceeds to the Cashier's Office for payment of enrollment fees, then to the Accounting Office for the validation of enrollment				Cashier Staff
Proceeds to the Department Chair/Program	Files the assessment form in the enrollee's records	None	2minute	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>30 minutes</b>	
<b>END OF TRANSACTION</b>				

**2. Deployment of Student OJT/Immersion**

<b>Office or Division:</b>	<b>College of Information and Computing Sciences</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may Avail:</b>	<b>OJT Students</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Client		
MOA		Department Chair		
Medical Certificate		Campus Clinic		
Parents' Consent		Client		
OJT Agreement		Department Chair		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepares Request Letter to Cooperating Agency	Reviews the request letter and returns it if revisions are needed	None	1 day	Program Chairperson, OJT Coordinator
Secures approval from the College Dean	Signs the request letter	None	3 minutes	College Dean
Delivers and seeks approval of the Cooperating Agency	Submits and follows up request	None	1 day	OJT Coordinator
Attends pre-deployment orientation	Conducts orientation on documents needed and requirements post-OJT	None	2 hours	College Dean, Program Chairperson, OJT Coordinator
Secures OJT Requirements	Collects and files necessary documents	None	1 day	OJT Students, OJT Coordinator
MOA and OJT Agreement Form delivered to cooperating agency	Processes and approves student deployment	None	2 hours per agency	OJT Coordinator, Cooperating Agency
Reports to cooperating agency for deployment	Ensures students report to assigned agency and issues Certificate of Appearance	None	1 day	OJT Coordinator
<b>TOTAL</b>		<b>NONE</b>	<b>4 days and 4 hours</b>	
<b>END OF TRANSACTION</b>				

**3. Preparation and Signing of MOA for the Student Internship Program**

<b>Office or Division:</b>		<b>College of Information and Computing Sciences</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen, G2B – Government to Business</b>		
<b>Who may Avail:</b>		<b>OJT Students, Cooperating Agencies</b>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reviews MOA and provides comments and suggestions	None	1 day	College Dean, Department Chair,
Prepare draft of MOA and submit to CSU Legal Consultant for review	Reviews MOA and gives comments/suggestions	None	4 hours	CSU Legal Consultant
	Revises MOA based on feedback	None	2 hours	College Dean, Program Chairperson, OJT Coordinator
Incorporate comments and suggestions into MOA	Delivers MOA and necessary documents for review	None	-	OJT Coordinator
Submit MOA to Cooperating Agency	Assesses MOA and gives comments/suggestions	None	1 day	Cooperating Agency
Cooperating Agency reviews MOA and provides feedback	Revises MOA accordingly	None	2 hours	College Dean, Program Chairperson, OJT Coordinator
Incorporate feedback from Cooperating Agency	Reviews and provides final comments	None	4 hours	CSU Legal Consultant
<b>TOTAL</b>		<b>NONE</b>	<b>2 days and 12 hours</b>	
<b>END OF TRANSACTION</b>				

**4. Preparation and Signing of Moa for The Student Internship Program**

<b>Office or Division:</b>		<b>College of Information and Computing Sciences</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen, G2B – Government to Business</b>		
<b>Who may Avail:</b>		<b>OJT Students, Cooperating Agencies</b>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Finalize MOA based on CSU Legal Consultant's feedback	Implements final revisions	None	2 hours	Program Chairperson Chair
Secure signatures of CEO, Cooperating Agency, and witnesses	Obtains necessary approvals and signatures	None	5 days	OJT Coordinator
Bring signed MOA to the notary public for notarization	Finalizes and legalizes MOA	None	1 hour	OJT Coordinator
Furnish copies of notarized MOA to Cooperating Agency and College Dean	Distributes official copies	None	1 hour	OJT Coordinator
Receive and file notarized MOA	Archives the MOA for records	None	2 minutes	College Secretary
<b>TOTAL</b>		<b>NONE</b>	<b>7 days and 16 hours</b>	
<b>END OF TRANSACTION</b>				

**5. Requesting Petitioned Course**

<b>Office or Division:</b>		College of Information and Computing Sciences		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students Requesting a Petitioned Course		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petition Form		CSU/Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure request form for petitioned course	Provides request form and logs student's request	None	15 minutes	College Secretary
Submit request form to Department Chair	Reviews request and assigns a faculty member	None	10 minutes	Program Chairperson
Faculty member accepts petitioned course	Signs request form to confirm acceptance	None	5 minutes	Faculty Member
Receive endorsed request and proceed to CEO	Transmits request form, summary of petition to CEO for approval	None	30 minutes	College Secretary, College Dean
CEO reviews and approves request	Approves request form	None	30 minutes	CEO
Proceed to Registrar/Accounting Office for fee computation	Computes petitioned course fee and Input Subject Code	None	30 minutes	Accounting Staff/ Registrar Staff
Submit approved request form to College office Staff	Logs request and forwards to Department Chair for faculty workload processing	None	10 minutes	College Secretary
Department Chair incorporates course into faculty workload	Updates faculty workload with petitioned course	None	15 minutes	Program Chairperson
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 34 minutes</b>	
<b>END OF TRANSACTION</b>				

**6. Student's Consultation with Faculty Member**

<b>Office or Division:</b>		College of Information and Computing Sciences		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students Requesting a Petitioned Course		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation form		CSU/ College staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the faculty member during consultation hours	Accommodates student and provides guidance, enlightenment, or action on concerns	None	30 minutes	Faculty Member
Discuss issue or concern with faculty member	Indicates nature of concern in the consultation form	None	3 minutes	Faculty Member
Receive signed consultation form	Signs the form and seeks Department Chair/College Dean's signature	None	3 minutes	Faculty Member
Submit consultation form to College Dean	Reviews and signs the form, then forwards to the Department Chair	None	2 minutes	College Dean
Department Chair consolidates concerns	Reviews consultation forms and compiles student concerns for intervention	None	1 hour	Program Chairperson
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 38 minutes</b>	
<b>END OF TRANSACTION</b>				

**7. Handling Student Complaints**

<b>Office or Division:</b>		College of Information and Computing Sciences		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students Filing Complaints		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation form		CSU/ College staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure complaint form from office staff	Issues complaint form and logs the request	None	1 minute	College Secretary
Fill out complaint form and submit with evidence/witnesses	Receives form and instructs student to proceed to Department Chair for review	None	2 minutes	College Secretary
Present complaint to Department Chair	Reviews complaint, discusses with student, and determines if it has merit	None	5 minutes	Program Chairperson
If complaint is deemed invalid, student accepts resolution	Provides appropriate action and logs resolution	None	10 minutes	Program Chairperson
If complaint has merit, form is forwarded to College Dean	Reviews complaint, sets schedule for deliberation, and issues transmittal	None	10 minutes	College Dean
Attend scheduled deliberation	Grievance Committee and concerned parties	None	Within 2 days	College Dean, Grievance Committee
Participate in hearing	Conducts deliberation to resolve the issue	None	1 hour	College Dean, Grievance Committee
Agree on resolution or escalate to Campus Tribunal	Documents agreement or prepares endorsement for escalation	None	1 day	College Dean, Grievance Committee
Follow up on resolution	Department Chair monitors compliance and records resolution status	None	3 days	Program Chairperson
If unresolved, student attends Campus Tribunal	Grievance Committee and provides final resolution	None	1 day	College Dean, Grievance Committee
<b>TOTAL</b>		<b>NONE</b>	<b>7 days, 1 hour and 28 minutes</b>	
<b>END OF TRANSACTION</b>				



# COLLEGE OF MEDICINE

1. **ADMISSION AND ENROLLMENT OF FIRST YEAR STUDENTS (FILIPINO) NEW STUDENT**
2. **ACADEMIC ADVISING OLD STUDENT**
3. **REQUESTING PETITION COURSE**



**1. Admission and Enrollment of First Year Students (Filipino) New Student**

<b>Office or Division:</b>		College of Medicine		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements for Application for Admission  National Medical Admission Test (NMAT) result: 40 percentile rank or above,  Certified true copy of Transcript of Record with General Weighted Average (85)  Certified true copy of diploma, Certification of Good Moral Character. 2 Letters of Recommendation from your previous Professors, Neuro Psychiatric Evaluation,  PSA Birth Certificate (Photocopy),  Police/NBI Clearance (Photocopy),  2pcs 2x2 recent ID Picture,  2 Long Expandable Brown Envelope, Application Fee: ₱500.00, (to be paid at the Cashier Office), NEO-PI-R & Entrance Exam Fee: ₱800.00, (to be paid at the Cashier Office) Drug Test Result (from CVMC or any government-accredited facility) Laboratory Examination Results (Chest X-ray, Fecalalysis, Urinalysis, and CBC)		College of Medicine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents and submits two copies of the application requirements (original copy for the Registrar's Office and photocopy for the College) to the	- Checking completeness takes time, we also need to verify if they have qualified.	None	10 minutes	College Secretary  College admission staff

Admission Committee				
2. Fills out the Application Form	<ul style="list-style-type: none"> <li>- Issues Application Form</li> <li>- Checks completeness of the filled out form</li> <li>- Inform the applicant if all requirements are satisfied</li> </ul>	None	10 minutes	College admission staff
3. Receives payslip for application and entrance exam fee	- Issues Pay slip	₱500- Application Fee ₱800-Entrance Examination Fee (+ NEO - Pi R Fee)	5 minutes	College admission staff  College admission staff
Pay application and entrance exam at the Cashier	- Receives payment	₱500- Application Fee ₱800-Entrance Examination Fee (+ NEO - Pi R Fee)	5 minutes	Cashier staff
5. Receives information about schedule & testing venue of entrance exam and interview	- Updates the applicant for entrance exam and interview schedule via text messages/emails / calls	None	1 week before the scheduled entrance examination and interview	College Secretary College admission staff College admission staff
6. Undergo Entrance Examination	<ul style="list-style-type: none"> <li>- Facilitate entrance examination based on the schedule</li> <li>- Checks, records, and releases the result thru bulletin posting (online and College of Medicine)</li> </ul>	None	-1 hour: (entrance exam) - 15 minutes (interview)  - Exam result should be posted within the day	Admission Committee  College admission staff
Undergo Interview	- Facilitate the interview based on the schedule	None	20 minutes	Faculty in Charge  Admission Committee Head
Fills out the advising form	Issues, reviews and approves the	None	5 minutes	College Secretary

	advising form			College admission staff
9. Secure the original admission requirements from the college of medicine office and submit to the registrar.	- Files the college copy and releases the original copy to the client for submission to the registrar.	None	5 minutes	College Secretary College admission staff
10. Proceeds to the Registrar's Office for enrollment	- Accepts and verifies the completeness of documents - Prints assessment form for enrollment	None	5 minutes	Registrar's Office
11. Proceeds to the Cashier's Office for payment of enrollment fees	- Receives payment and issues Original receipt	Down-payment of at least P10,000.00	5 minutes	Cashier Staff
12. Proceeds to the Accounting Office for the validation of enrollment	- Validates assessment form and student fees -Marked the assessment form as "officially enrolled"	None	5 minutes	Accounting Staff
13. Proceeds to the Guidance Office for an interview and to fill out necessary forms like Individual Inventory Form, NEO - PYR	-Files Individual Inventory Form - Interview of enrollees	None	1hr and 20 minutes	Guidance Office Staff
14. Proceeds to the College of Medicine Office and submits College copy of the assessment form and receipt	Files copy of assessment form and receipt in the enrollee's records	None	5 minutes	College admission staff
<b>TOTAL</b>		<b>P11,300.00</b>	<b>235 mins.</b>	
<b>END OF TRANSACTION</b>				

**2. Academic Advising (Old Student)**

<b>Office or Division:</b>		College of Medicine		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents student's ID and accomplished Student Clearance to the Advising Committee on the scheduled Advising Date per year level.	Evaluates grades of the student and identifies subjects to enroll	N/A	10-20 mins	College Secretary College Staff
	Issues Advising Form signed by the Dean	N/A	5 mins	College Secretary College Staff
2. Proceeds to the Registrar's Office for enrollment	Receives the Advising Form and prints the assessment form of the student	N/A	5 mins	Registrar Staff
Proceeds to the Cashier's Office for payment of enrollment fees	Validates assessment form and student fees. Receives payment and issues Original receipt.	As applicable	5 mins	Cashier Staff
4. Proceeds to the Accounting Office for the validation of enrollment	Marked the assessment form as "officially enrolled"	As applicable	5 mins	Accounting Staff
<b>TOTAL</b>		<b>NONE</b>	<b>40 mins</b>	
<b>END OF TRANSACTION</b>				

**3. Requesting Petition Course**

<b>Office or Division:</b>		College of Medicine		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government To Citizen		
<b>Who may Avail:</b>		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents student's ID and accomplished Student Clearance to the Advising Committee on the scheduled Advising Date per year level.	Evaluates grades of the student and identifies subjects to enroll	N/A	10-20 mins	College Secretary College Staff
	Issues Advising Form signed by the Dean	N/A	5 mins	College Secretary College Staff
2.Proceeds to the Registrar's Office for enrollment	Receives the Advising Form and prints the assessment form of the student	N/A	5 mins	Registrar Staff
3. Proceeds to the Cashier's Office for payment of enrollment fees	Validates assessment form and student fees. Receives payment and issues Original receipt.	As applicable	5 mins	Cashier Staff
4. Proceeds to the Accounting Office for the validation of enrollment	Marked the assessment form as "officially enrolled"	As applicable	5 mins	Accounting Staff
<b>TOTAL</b>		<b>NONE</b>	<b>40 mins</b>	
<b>END OF TRANSACTION</b>				

#### 4. A. Borrowing and Returning Laboratory Equipment and Materials

This procedure presents the steps in borrowing and returning laboratory equipment and materials.

<b>Office or Division:</b>		College of Medicine		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students of College of Medicine requiring laboratory equipment and materials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Logbook		Medicine Laboratory Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure in advance Laboratory materials and list needed items in the logbook one or two days prior to the laboratory class schedule	Provides Laboratory Borrower's logbook	None	5 minutes	Laboratory Staff
Check the listed laboratory materials needed in the logbook for the availability of the materials	Checks Laboratory material Borrower's logbook	None	3 minutes	Laboratory staff
Laboratory staff processes request	Logs request and prepares equipment and materials	None	15 minutes	Laboratory Staff
Receive and check borrowed items	Hands over requested items	None	5 minutes	Student
Return borrowed equipment and materials	Receives and checks returned items	None	2 minutes	Student
Laboratory staff verifies returned items	Checks condition and logs return	None	10 minutes	Laboratory Staff
<b>TOTAL</b>		<b>NONE</b>	<b>40 mins</b>	
<b>END OF TRANSACTION</b>				

#### 4. B. Borrowing and Returning Laboratory Equipment and Materials

This procedure presents the steps in borrowing and returning laboratory equipment and materials.

<b>Office or Division:</b>		College of Medicine		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Undergraduate Students in other Colleges / Institutions requiring laboratory equipment and materials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Slip		CSU/ Laboratory Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Laboratory Borrower's Slip and list needed items	Provides Laboratory Borrower's Slip in duplicate	None	5 minutes	Laboratory Staff
Seek subject teacher's signature	Checks and signs the Laboratory Borrower's Slip	None	3 minutes	Subject Teacher
Submit signed Borrower's Slip at least a day in advance	Logs request and prepares equipment and materials	None	1 minute	Student
Laboratory staff processes request	Logs request and prepares equipment and materials	None	15 minutes	Laboratory Staff
Receive and check borrowed items	Hands over requested items	None	5 minutes	Student
Return borrowed equipment and materials	Receives and checks returned items	None	2 minutes	Student
Laboratory staff verifies returned items	Checks condition and logs return	None	10 minutes	Laboratory Staff
<b>TOTAL</b>		<b>NONE</b>	<b>41 mins</b>	
<b>END OF TRANSACTION</b>				



# CAMPUS CLINIC

## **A. MEDICAL SERVICES**

- 1. CONSULTATION WITH MEDICAL MANAGEMENT**
- 2. CONSULTATION WITH REFERRAL**
- 3. ROUTINE MEDICAL EXAM FOR 1ST YEAR STUDENT**
- 4. ISSUANCE OF MEDICAL CERTIFICATE**
- 5. FOLLOW-UP PREVIOUS MEDICAL CONSULTATION**

## **B. DENTAL SERVICES**

- 1. CONSULTATION**



## A. MEDICAL SERVICES

### 1. Consultation with Medical Management

Students, Faculty and personnel of CSU who have medical concerns are assessed and treated in the Campus Clinic.

<b>Office or Division:</b>	Campus Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students and Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Communication Letter		Clinic		
Request Form and Payment Slip		Clinic		
Venue Contract		Clinic		
Feedback form		Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in the Logbook	Assist the patient in signing the logbook	None	1 minute	admin aide
Verbalizes chief complaints and subject himself to the nurse on duty for vital signs	take chief complaints and vital signs	None	3-4 minutes	Campus nurse
Subject himself to the physician.	takes history of present illness and does physical examination. Arrives at a diagnosis and differential diagnosis. Record them in a consultation form	None	5-10 minutes	Campus Physician
Receives medication with dosage and other medical advice	Gives medication with the proper dosage and other medical advice. Ask client to come back for follow up. Record them in consultation form	None	5 minutes	Campus Physician
Subject himself to the Nurse on duty	reiterates medication and dosage including medical advice written in a return slip	None	3 minutes	Campus nurse
Signs in the Logbook	Assist the patient in signing the logbook	None	1 minute	admin aide
<b>TOTAL</b>		<b>NONE</b>		
<b>END OF TRANSACTION</b>				

## 2. Consultation with Referral

Students, Faculty and personnel of CSU who required immediate medical attention are managed accordingly and referred as needed.

<b>Office or Division:</b>	Campus Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students and Faculty and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Communication Letter		Clinic		
Request Form and Payment Slip		Clinic		
Venue Contract		Clinic		
Feedback form		Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Signs in the Logbook	Assist the patient in signing the logbook	None	1 minute	admin aide
Verbalizes chief complaints and subject himself to the nurse on duty for vital signs	take chief complaints and vital signs	None	3-4 minutes	Campus Nurse
Subject himself to the physician.	takes history of present illness and does physical examination. Arrives at a diagnosis and differential diagnosis. Record them in a consultation form	None	10 -15 minutes	Campus Physician
Receives referral form and may conduct patient to referred agency if need be	explain probable diagnosis and refers patient for further work-up and management to medical specialist , Health centers and/or tertiary hospital. Prepares referral form indicating reason for referral. May conduct patient to referred agency if need be	None	4-5 minute	Campus Physician
<b>TOTAL</b>		<b>NONE</b>		
<b>END OF TRANSACTION</b>				

### 3. Routine medical exam for 1st year student

1<sup>st</sup> year students are required to undergo physical examination as part of their physical assessment.

<b>Office or Division:</b>		Campus Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students and Faculty and Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Communication Letter		Clinic		
Request Form and Payment Slip		Clinic		
Venue Contract		Clinic		
Feedback form		Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in the Logbook. Fills up general data on medical examination form for 1st year	Assist the patient in signing the logbook and medical examination form for 1st year	None	1 minute	Admin aide
Subject himself for vital signs. Answers questions regarding past medical history and family History.	Records history of present illness and family history.	None	10 -15 minutes	Campus Nurse
Subject himself for medical examination.	Reviews vital sign and does medical examination	None	2 minutes	Campus Physician
If required he or she is advised to come back for a follow up.	If required ask the patient to come back for a follow up check-up and signs medical form	None	5 minutes	Campus Physician
<b>TOTAL</b>		<b>NONE</b>		
<b>END OF TRANSACTION</b>				

#### 4. Issuance of Medical Certificate

Medical clearance as required by different courses are issued to senior students before they are allowed to undergo On the Job training/internship or engaging in athletic completion and socio culture

<b>Office or Division:</b>		Campus Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students and Faculty and Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Communication Letter		Clinic		
Request Form and Payment Slip		Clinic		
Venue Contract		Clinic		
Feedback form		Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills up logbook	Assist the client in filling up logbook and the health examination form	None	5 minutes	admin aide
Client subject himself for vital signs	gets vital signs and records them	None	5 minutes	Campus Nurse
Subject himself for physical examination	conducts physical examination and makes an assessment on the physical condition	None	3 minutes	Campus Physician
Receives medical Certificate	provides medical certificate duly signed by the physician	None	1 minute	Campus Physician
<b>TOTAL</b>		<b>NONE</b>		
<b>END OF TRANSACTION</b>				

### 5. Follow-Up previous Medical Consultation

Medical clearance as required by different courses are issued to senior students before they are allowed to undergo On the Job training/internship or engaging in athletic completion and socio cultural

<b>Office or Division:</b>		Campus Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students and Faculty and Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Communication Letter		Clinic		
Request Form and Payment Slip		Clinic		
Venue Contract		Clinic		
Feedback form		Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign the Logbook	Pulls out previous medical records and takes vital signs.	None	5 minutes	admin aide
Subject himself to the physician	Ask condition of patient in reference to previous diagnosis. Writes progress in the consultation form. Give further medical advise.	None	5 minutes	Campus Physician
<b>TOTAL</b>		<b>NONE</b>		
<b>END OF TRANSACTION</b>				

## B. DENTAL SERVICES

### 1. Consultation with Medical Management

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the Campus Dental Clinic.

<b>Office or Division:</b>	Campus Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Students and Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Communication Letter		Clinic		
Request Form and Payment Slip		Clinic		
Venue Contract		Clinic		
Feedback form		Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in the Logbook	Assist the patient in signing the logbook	None	1 minute	admin aide
Writes general data in the consultation form. Give out Chief complaints	Assist client	None	5 minutes	admin aide
Seeks consultation	Examines and discuss dental treatment plan with patient.  Schedules patient for treatment Gives patient parent/guardian waver for suggested dental procedure.  Issues dental procedure form to be presented by patient to the cashiers office for payments	None	3 minutes	Dentist
Present signed waiver Present receipt of payments Seeks	Ask for and checks waiver and receipt. Performs Dental	*Tooth extraction: Students:75.00 Employees:100.00 *Tooth Filling:	*Tooth extraction: Simple 30 minutes Complex: 45 minutes-1hr *Tooth Filling:45	Dentist

dental treatment	Service:* <b>Tooth extraction</b> * <b>Tooth Filling</b> * <b>Oral Prophylaxis</b>  Gives medication with dosage.	Students:200.00 Employees:250.00 *Oral Prophylaxis Students:75.00 Employees:100.00	minutes to 1 hr *Oral Prophylaxis: 30minutes	
Receive medication and Return slip form	Reiterates medication with dosage and other dental advice and gives out medical slip form	None	1 minute	admin aide
<b>TOTAL</b>		None		
<b>END OF TRANSACTION</b>				



# COLLEGE OF VETERINARY MEDICINE

1. **ADMISSION AND ENROLLMENT OF FIRST YEAR STUDENTS (NEW STUDENT)**
2. **ACADEMIC ADVISING OLD STUDENT**
3. **REQUESTING PETITION COURSE**



## 1. Admission and Enrollment of First Year Students (Filipino) New Student

Office or Division:	College of Veterinary Medicine			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<div>Requirements for Application for Admission<ul style="list-style-type: none"><li>National Medical Admission Test (NMAT) result: <b>60</b> percentile rank or above,</li><li><b>Certified true copy</b> of Transcript of Record <b>with</b> General Weighted Average (<b>85</b>)</li><li><b>Certified true copy</b> of diploma,</li><li>Certification of Good Moral Character.</li><li>2 Letters of Recommendation from your previous Professors,</li><li>PSA Birth Certificate (Photocopy),</li><li>Police/NBI Clearance (Photocopy),</li><li>2pcs 2x2 recent ID Picture,</li><li>2 Long Expandable Brown Envelope</li></ul></div>				
College of Veterinary Medicine				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents and submits two copies of the application requirements (original copy for the Registrar's Office and photocopy for the College) to the Admission Committee	- Checking completeness takes time, we also need to verify if they have qualified.	None	10 minutes	Department Chair Dean of CVM
2. Fills out the Application Form	- Issues Application Form - Checks completeness of the filled out form - Inform the applicant if all requirements are satisfied	None	10 minutes	Department Chair
3. Receives application Form	Inform the applicant if all requirements are satisfied	None	5 minutes	Department Chair
4.Receives information	- Updates the applicant	None	5 minutes	Department

about schedule and interview	interview schedule via emails/ calls			Chair
5.Undergo Interview	- Facilitate the interview based on the schedule	None	20 minutes	Dean of CVM
6.Fills out the advising form	Issues, reviews and approves the advising form	None	5 minutes	Department Chair Dean of CVM
7. Secure the original admission requirements from the college of Veterinary medicine office and submit to the registrar.	- Files the college copy and releases the original copy to the client for submission to the registrar.	None	5 minutes	Department Chair Dean of CVM
8. Proceeds to the Registrar's Office for enrollment	- Accepts and verifies the completeness of documents - Prints assessment form for enrollment	None	5 minutes	Registrar's Office
9. Proceeds to the Cashier's Office for payment of enrollment fees	- Receives payment and issues Original receipt	None	5 minutes	Cashier Staff
10. Proceeds to the Accounting Office for the validation of enrollment	- Validates assessment form and student fees -Marked the assessment form as "officially enrolled"	None	5 minutes	Accounting Staff
11. Proceeds to the Guidance Office for an interview and to fill out necessary forms like Individual Inventory Form,	-Files Individual Inventory Form - Interview of enrollees	None	1hr and 20 minutes	Guidance Office Staff

12. Proceeds to the College of Veterinary Medicine Office and submits College copy of the assessment form and receipt	Files copy of assessment form and receipt in the enrollee's records	None	5 minutes	College admission staff
<b>TOTAL</b>		<b>NONE</b>	<b>2 Hours 40 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Academic Advising (Old Student)

<b>Office or Division:</b>		COLLEGE OF VETERINARY MEDICINE		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents student's ID and accomplished Student Clearance to the Advising Committee on the scheduled Advising Date per year level.	Evaluates grades of the student and identifies subjects to enroll	None	20 mins	Department Chair Dean of CVM
	Issues Advising Form signed by the Dean	None	5 mins	Department Chair Dean of CVM
2.Proceeds to the Registrar's Office for enrollment	Receives the Advising Form and prints the assessment form of the student	None	5 mins	Registrar Staff
3. Proceeds to the Cashier's Office for payment of enrollment fees	Validates assessment form and student fees. Receives payment and issues Original receipt.	As Applicable	5 mins	Cashier Staff
4. Proceeds to the Accounting Office for the validation of enrollment	Marked the assessment form as "officially enrolled"	As Applicable	5 mins	Accounting Staff
5.Proceeds to the Advising Committee and submits College copy of the assessment form & receipt	Files copy of assessment form and receipt	None	5 mins	College Staff
<b>TOTAL</b>		<b>None</b>	<b>45 minutes</b>	
<b>END OF TRANSACTION</b>				

### 3. Requesting Petition Course

<b>Office or Division:</b>		COLLEGE OF VETERINARY MEDICINE		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter for petitioned course to COM Office.	Receives request letter for the Dean's approval.	None	30 minutes	Department Chair
2.Accomplishes the request form for petitioned course and submits to the office staff.	Peruses the request and assigns a faculty	None	30 mins	Department Chair Dean of CVM
	Accepts the petitioned course as a load by affixing signature	None	5 mins	Faculty Member
	Transmits the request form for petitioned course to the CEO thru the CDAA	None	30 mins	College Staff
	Reviews, approves the request for petitioned course and forwards back to COM Office	None	3 working days	CEO/CDAA
3. Follow-up request on petitioned course	Releases approved requests and instructs student to submit documents to the Accounting Office for computation of fees.	None	5 mins	College Staff

4. Submits approved request of petition to Accounting Office	Indicates the petitioned course fee to be paid by the student/s petitioning the course	None	5 mins	Accounting Staff
5. Photocopy the petition form with computed course fee and submits the original copy to the Registrar's Office	Enrolls the students in the petitioned course and prints the assessment form of the students	None	5 mins	Registrar Staff
<b>TOTAL</b>		<b>None</b>	<b>3 days, 1 hour 50 minutes</b>	
<b>END OF TRANSACTION</b>				



# COLLEGE OF LAW

1. ENROLLMENT FOR NEW STUDENTS AND TRANSFEREES
2. ENROLLMENT FOR CONTINUING STUDENTS
3. REQUEST FOR TRAININGS AND SEMINARS
4. PROCESSING OF BAR APPLICATIONS

### 1. Enrollment for New Students and Transferees

<b>Office or Division:</b>		College of Law, Office of the Dean		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		CSU Law Enrollees for New Students and Transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Student Information Sheet		CSU College of Law Facebook Account		
2. Undergraduate Transcript of Records for <i>New Students</i>		Office of the Registrar of Client's School of Origin		
3. Transcript of Records for <i>Transferees</i>		Office of the Registrar of Client's School of Origin		
4. 2 pcs. 2" x 2" ID pictures		Requesting Client		
5. Birth Certificate and/or Marriage Certificate (If Married)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) copies of all requirements - Student Information Sheet - 2" x 2" I. D picture - Transcript of Records - Birth Certificate - Marriage Certificate	1.1 Check submitted requirements of applicants for completeness 1.2 Validation of application and requirements 1.3 If requirement is incomplete, notify client to update and provide lacking documents	None	30 minutes	College Secretary and/ or Staff
2. Evaluation of Subjects	2.1 Fill out Advising Form 2.2 Check subjects to be enrolled by the students 2.4 Approval of subjects to be enrolled	None	5 minutes	College Secretary and/ or Staff



3. Enlisting of Subjects	<p>3.1 Present form to the Registrar's office</p> <p>3.2 Wait for Printed Assessment.</p> <p>3.3 Check Printed Assessment whether subjects enrolled are correct.</p>	None	20 minutes	Office of the Registrar
4. Payment of Fees	4.1 Proceed to Cashier for payment of Fees	Fees will depend on the number of units	10 minutes	Cashier's Office
5. Enrollment Validation	<p>5.1 Proceed to the Assessment Area Office for Validation of Enrollment</p> <p>5.2 Show receipt then Officer in charge stamps "Officially Enrolled" in the printed Assessment.</p>	None	5 minutes	Assessment's Office
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	
<b>END OF TRANSACTION</b>				

## 2. Enrollment for Continuing Students

<b>Office or Division:</b>		College of Law, Office of the Dean		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		CSU Law Enrollees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Student Information Sheet		CSU College of Law Facebook Account		
2. Summary of Grades		Office of the Registrar of Client's School of Origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload copies of all requirements to the link provided.  - Student Information Sheet attached 2" x 2" I. D picture - Summary of Grades	1.1 Verify uploaded requirements of applicants for completeness  1.2 Validation of application and requirements  1.3 If requirement is incomplete, notify client to update and re-upload lacking documents	None	30 minutes	College Secretary and/ or Staff
2. Evaluation of Subjects	2.1 Fill out Advising Form  2.2 Check subjects to be enrolled by the students  2.4 Approval of subjects to be enrolled	None	5 minutes	College Secretary and/ or Staff
3. Enlisting of Subjects	3.1 Present form to the Registrar's office  3.2 Wait for Printed Assessment.	None	20 minutes	Office of the Registrar

	3.3 Check Printed Assessment whether subjects enrolled are correct.			
4. Payment of Fees	4.1 Proceed to Cashier for payment of Fees	Fees will depend on the number of units	10 minutes	Cashier's Office
5. Enrollment Validation	5.1 Proceed to the Assessment Area Office for Validation of Enrollment  5.2 Show receipt then Officer in charge stamps "Officially Enrolled" in the printed Assessment.	None	5 minutes	Assessment's Office
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	
<b>END OF TRANSACTION</b>				

### 3. Request for Trainings and Seminars

<b>Office or Division:</b>	College of Law, Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may Avail:</b>	CSU Law Enrollees for New Students and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Requesting Party		
2. Other Documents for attachment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request letter via Email or Personal D	1.1 Receive Request Letter 1.2 Send letter Reply 1.3 If requirement is incomplete, notify client to update and re-upload lacking documents	None	1 day	College Secretary and/ or Staff
2. If accepted, submit documents and Information	2.1 If accepted, conduct meeting for preparation	Subject to agreement	7 days	College Dean Faculty Lawyers
<b>TOTAL</b>		<b>None</b>	<b>8 days</b>	
<b>END OF TRANSACTION</b>				

**4. Processing of Bar Applications**

<b>Office or Division:</b>		College of Law, Office of the Dean		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		CSU Graduating Students, Bar Takers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate		Office of the Dean		
2. Good Moral				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students fill out form with complete details	1.1 Verifying details provided 1.2 Prints document with details provided for approval and signature of the Dean	None	30 minutes	College Secretary and/ or Staff
2. Approval and Signature of the Dean	2.1 Dean checks documents and signs document	None	1 day	Dean
3. Receiving of Document	3.1 Once approved and signed, documents are ready for release to the student.	None	1 day	College Secretary and/ or Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days and 30 minutes</b>	
<b>END OF TRANSACTION</b>				



# CAMPUS RECORDS & DOCUMENT CONTROL

1. REQUEST FOR DOCUMENTS
2. AUTHENTICATION OF DOCUMENTS
3. CONTROL/ENROLLMENT OF DOCUMENTS



### 1. Request for Documents

<b>Office or Division:</b>	Records & Document Control Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may Avail:</b>	Students, Faculty, Personnel, Administrators, and outside researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
F-REC-22601-Request Form		Record Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure request form	Provide Request form	None	2 mins.	Records officer/ Staff
Fill-out the Request Form and let it be approved by the data Protection Officer or Authorized Representative	Require requester to facilitate the approval of the request by data Protection Officer or Authorize Representative	None	5 mins.	Records officer/ Staff/ data Protection Officer
Facilitate the approval of the request by data Protection Officer or Authorize Representative	Receive approved form from the requester	None	2 mins.	Records officer/ Staff
Received requested document	Locate/ Search the filed document requested  Release the document to the requester.  File accomplished/ approve request form	None	10 mins.	Records officer/ Staff
<b>TOTAL</b>		<b>None</b>	<b>19 minutes</b>	
<b>END OF TRANSACTION</b>				

**2. Authentication of Documents**

<b>Office or Division:</b>		Records & Document Control Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty, Personnel, Administrators, and outside researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
F-REC-22601-Request Form		Record Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure request form	Provide Request form	None	2mins.	Records officer/ Staff
Fill-out the Request Form and Let it be approved by the data Protection Officer or Authorized Representative	Require requester Facilitate the approval of the request by data Protection Officer or Authorize Representative	None	5mins.	Records officer/ Staff/ data Protection Officer
Facilitate the approval of the request by data Protection Officer or Authorize Representative	Receives approved form from the requester	None	2mins.	Records officer/ Staff
Received Authenticated documents	Authenticate the documents of the requester  Release the authenticated documents of requester.  File accomplished/ approve request form	None	10mins.	Records officer/ Staff
<b>TOTAL</b>		<b>None</b>	<b>19 minutes</b>	
<b>END OF TRANSACTION</b>				



**3. Control/Enrollment of Documents**

<b>Office or Division:</b>	Records & Document Control Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may Avail:</b>	Students, Faculty, Personnel, Administrators, and outside researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
f-dco-1821-Documented Information Control Request Form		Record office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure request form	Provide Request form	None	2mins.	Records officer/ Staff
	Review and approval of the document	None	5mins.	Records officer/ Staff/ data Protection Officer
	Register and Stamping of Documents	None	15mins.	Records officer/ Staff
Received the enrolled/ controlled documents	Release of the Controlled/ Enrolled document	None	2mins.	Records officer/ Staff
<b>TOTAL</b>		<b>None</b>	<b>24 minutes</b>	
<b>END OF TRANSACTION</b>				

## V. FEEDBACK AND COMPLAINT MECHANISM

A. The clients/customers may know how we have served them by doing any of the following:

1. Accomplish our Feedback Form available in the Offices and put this in the suggestion box at the Public Assistance and Complaints Desk
2. Send your Feedback through email: [campus.info@csucarig.edu.ph](mailto:campus.info@csucarig.edu.ph) or call us landline (078-3952782)
3. Talk to our OFFICER OF THE DAY at the Public Assistance and Complaints Desk

B. If the clients/customers are not satisfied with our service/s, their written/verbal complaints shall immediately be attended to by the OFFICER OF THE DAY at the Public Assistance and Complaints Desk.

## VI. PROCEDURES IN FILING COMPLAINTS

1. File a written complaint at the Campus Executive Office
2. The Campus Executive Officer shall forward the complaint to the Grievance Committee
3. The Grievance Committee shall schedule a formal hearing to determine probable cause
4. The faculty/personnel complained of shall be required to submit a written answer to the complaint
5. If found to be meritorious, the Grievance Committee shall make a recommendation to decide the complaint or forward the same to the Central Office for appropriate action, then inform the complainant of the actions taken.

TIME FRAME	
Receiving Time	5 minutes
Investigation of Complaint	3 to 20 days (depending on the severity)

Contact Information of ARTA, PCC, CCB	ATRA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 8478 5093 PCC: 8888 CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> , 0908 881 6565 (SMS)
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They may drop their suggestions/recommendations in the suggestion box.

### List of Offices

Office	Address	Contact Information CARIG CAMPUS TRUNK LINES 304-0818 / 396-9682 / 307-0426
Campus Registrar Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 071 & 006
Campus Accounting Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 027
Campus Cashier Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 008
Campus Supply Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 005
Bids and Awards Committee and the Secretariat	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 018
Counseling and Career Services Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 010
Office of Student Development and Welfare	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 004
Learning and Resources Center	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 047
Human Resource, Training and Scholarship Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 029
General Services Office	CSU Carig Campus, Carig Sur, Tuguegarao City	-
Campus Dormitory Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 075
Research for Development and Extension Office	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 044
College of Engineering and Architecture	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 035 & 0036
College of Human Kinetics	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 034 & 024
College of Humanities and Social Sciences	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 001
College of Natural Sciences and Mathematics	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 081
College of Industrial Technology	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 033 & 038
College of Public Administration	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 019
College of Information and Computing Sciences	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 032 & 028
College of Medicine	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 023
Campus Clinic	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 009
College of Veterinary	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 025
College of Law	CSU Carig Campus, Carig Sur, Tuguegarao City	loc. 070

