



CAGAYAN STATE  
UNIVERSITY

---

GONZAGA CAMPUS

# CITIZEN'S CHARTER

---

2025 1<sup>ST</sup> EDITION



# CAGAYAN STATE UNIVERSITY

---

## GONZAGA CAMPUS

## CITIZEN'S CHARTER

---

2025 (1<sup>st</sup> EDITION)



## **I. MANDATE**

PRESIDENTIAL DECREE No. 1436, s. 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 sciences 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 action in the most expeditious manner possible in accordance with the provisions of our Citizens' Charter and the provisions of law.



## LIST OF SERVICES

<b>Accounting Office</b>	8
Issuance of Statement of Accounts of Students	9
Adjustment Assessment Due to Scholarship Discounts And Petition	10
Processing of Refunds for Students	11
Signing of Student Clearance (Terminal and Transfer)	12
<b>Admission's Office</b>	13
Admission of Incoming College Freshmen/Transferees	14
<b>Bids and Awards Committee</b>	16
Government Procurement – Alternative Mode of Procurement	17
Government Procurement – Competitive Bidding	20
<b>Cashier's Office</b>	22
Collection of Fees	23
Releasing of Cash (Salaries & Financial Assistance)	24
Releasing of Checks (Students & Employees)	25
<b>Clinic</b>	27
Medical Consultation and Counseling	28
Conduct of Physical Examination to First Year And Transferee Students	29
First Aid Treatment Management	30
Medical and Dental Profiling	31
Conduct of Dental Consultation	32
Dental Treatment	33
<b>College of Agriculture</b>	35
Admission of New Students	36
Advising of Regular Students	40
Advising of Irregular Students	42
Student's Consultation	44
Borrowing Laboratory Equipment and Materials	46



Process of Rectification of Grades	47
Handling Student Complaints	49
Requesting Petitioned Courses	52
<b>College of Business, Entrepreneurship, and Accountancy</b>	<b>54</b>
Admission of New Students	55
Advising of Regular Students	57
Advising of Irregular Students	59
Borrowing Laboratory Equipment and Materials	61
Student's Consultation with Faculty Member	63
Rectifying of Grades	65
Completion of Incomplete Grades	67
Requesting Petitioned Courses	68
<b>College of Criminal Justice Education</b>	<b>69</b>
Admission of New Students	70
Advising of Regular Students	72
Advising of Irregular Students	74
Borrowing Laboratory Equipment and Materials	76
Rectifying of Grades	78
Requesting Petitioned Courses	80
Signing of Student Clearance (Terminal and for Transfer)	81
Student's Consultation with Faculty Member	82
<b>College of Hospitality Management</b>	<b>83</b>
Admission of New Students	84
Advising of Regular Students	85
Advising of Irregular Students	86
Requesting Utilization of CHM Laboratory, Facilities, And Equipment	87
Requesting Petitioned Courses	88
Conducting Faculty-Student Consultation	89
Signing of Clearance	90



<b>College of Information and Computing Sciences</b>	91
Admission of New Students	92
Advising of Regular Students	94
Advising of Irregular Students	96
Advising of Transferee Students	98
Student's Consultation with Faculty Member	100
Rectifying of Grades	101
Requesting Petitioned Course	103
Borrowing and Returning Laboratory Equipment and Materials and Narrative and Capstone Books	104
 <b>College of Teacher Education</b>	106
Rectifying of Grades	107
Requesting Petitioned Courses	108
Student's Consultation	89
Signing of Clearance	110
Admission of New Students	111
Advising of Regular Students	112
Advising of Irregular Students	113
Borrowing and Returning of Laboratory Equipment and Materials	114
 <b>Counseling and Career Services</b>	115
Referral Service	116
Counseling Service	117
Psychological Testing	118
Psychological Test Interpretation	119
Orientation Program	120
Growth Session	121
Initial Interview	122
Exit Interview	123
Terminal Interview	124
Career/Employment Counseling and PRC Online	125
Registration Orientation	



<b>General Services Office</b>	126
Request for Services	127
 <b>Human Resource Management Office</b>	128
Request for Certificate of Employment and Compensation	129
Processing of Hiring and Promotion	130
 <b>Library Office</b>	132
Circulation – Borrowing of Library Materials	133
Circulation – Returning of Library Materials	134
Inter-Library Loan Services	135
Internet Access Services	136
Issuance of Library Card	137
E-Library Printing Services	138
E-Library Photocopy Services	139
 <b>Office of Student Development and Welfare</b>	140
Application of Employee's Grant	141
Release of Internally Funded Grants (Financial Incentive Program)	142
Processing Financial Assistance for Externally Funded Grants (TES, TDP, Private Scholarship/Grant)	144
Claims from the Student Mutual Aid Fund Program (SMAFP)	146
Issuance of Certification	148
 <b>Registrar's Office</b>	149
Enrollment of Freshmen	150
Enrollment of Continuing Students	151
Enrollment of Transferee	152
First Issuance of Official Transcript of Records	153
Re-issuance of Official Transcript of Records	154
Issuance of Certifications	155
Issuance of Certification of Authentication and Verification (CAV)	157
Re-issuance of Diploma	159
Adding/Cancelling/Dropping of Subjects	161
Completion of Incomplete Grades	162



Issuance of Honorable Dismissal (Transfer Credentials)	164
<b>Supply Office</b>	166
Procurement	167
<b>Feedback and Complaints Mechanism</b>	169
<b>List of Offices</b>	170





## ACCOUNTING OFFICE



1. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS

This is a process of ensuring that officially enrolled students are given updated Statement of Accounts.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Request Form		Accounting Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Request Form and Official Receipt	Receives the Request form and Official Receipt from the Student.	None	10 seconds	Assessment Clerk Accounting Office
Waits for the processing of the service.	Checks the SOA for any unusual entries. If none, print, then signs it	None	2 minutes	Assessment Clerk Accounting Office
Waits for the processing of the service.	If there are unusual entries, inquiries from the student and Registrar.	None	5 minutes	Assessment Clerk Accounting Office
Waits for the processing of the service.	If resolved, prints the SOA, then signs it	None	30 seconds	Assessment Clerk Accounting Office
Receives the SOA	Release the SOA to student.	None	10 seconds	Assessment Clerk Accounting Office
Total:		None	7 minutes & 50 seconds	



## 2. ADJUSTMENT OF ASSESSMENT DUE TO SCHOLARSHIP DISCOUNT AND PETITION

This is a process of adjusting students' ledger due to scholarship, discount and petition.

<b>Office or Division:</b>		Accounting Office – Assessment Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Student		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Assessment Form		Registrar’s Office		
Petition Letter		Dean’s Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>FOR SCHOLARSHIP AND DISCOUNT</b>				
1. Presents Assessment Form.	1. Receives copy of Assessment Form from students.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies the validity of the claim.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. Adjusts ledger.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. Stamps “POSTED” on the request form.	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
5. Receives the (1) copy of Drop-out Form	5. Releases Assessment Form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
	Total:	None	2 minutes & 40 seconds	
<b>FOR PETITION SUBJECT</b>				
1. Presents approved Petition Letter.	1. Receives copy of approved Petition letter from students.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies with the HR Office the rate of Faculty who will handle the petition subject.	None	15 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. Adjusts ledger.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
4. Receives the Assessment Form	4. Prints and releases new Assessment Form to student.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
<b>Total:</b>		None	18 minutes & 10 seconds	



### 3. 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>		Student		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Assessment Form			Registrar's Office	
Official Receipt			Cashier's Office	
Request for Form			Accounting Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>FOR SCHOLARSHIP AND DISCOUNT</b>				
Presents Request Form for Refund, Assessment and Official Receipt	Receives request form together with supporting documents from the students.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Verifies validity of the claim and completeness of supporting documents.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Informs client if not valid and if with incomplete supporting documents.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	If valid and complete, accepts the documents for processing.	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Prepares Disbursement Voucher and records on logbook.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
<b>Total:</b>		None	7 minutes & 50 seconds	



8. SIGNING OF STUDENT CLEARANCE (TERMINAL & FOR TRANSFER)

This is a process ensuring that student has fully paid his 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>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Student		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Clearance Form		Registrar’s Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents Clearance Form	1. Receives the clearance form.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies on the database if the student has no balance and has paid the graduation fee. If so, signs the clearance for and on behalf of the University Accountant.	None	4 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. If otherwise, informs the student to settle the balance at the Cashier’s Office.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. If settled, signs the clearance for and on behalf of the University Accountant.	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
5. Receives the Clearance Form	5. Returns the clearance form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
<b>Total:</b>		None	4 minutes & 50 seconds	



## ADMISSION'S OFFICE



# 1. ADMISSION OF INCOMING COLLEGE FRESHMEN/TRANSFEREES

Conducts the Admission Test to incoming College Freshmen who intend to Enroll in a Baccalaureate Program

<b>Office or Division:</b>		Academics Department		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Graduating Senior High School Students; Transferees		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Photocopy of school ID (1 copy)/ Any valid ID ( 1 copy)		School currently enrolled in/ LTO, Comelec, PhilPost		
Certification of Enrolment in Grade 12 ( 1 copy )		Registrar's Office of School currently enrolled in		
Certified true copy of grade (1 copy for transferees)		Registrar's Office of School Currently Enrolled in		
1x1 ID Picture with white background (2 copies)		Provided by the enlistee		
Authorization Letter from the Registrant ( 1 copy, if registrant fails to submit requirements personally)		From the Registrant		
Registration Form for the CAT		Admission Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Submit requirements & enlist for the Admission test	1. Assist the client in filling-out the registration form.	None	5 minutes	<i>Admission office's Staff/ Admission Director</i> Admission's Office
2. Receives information about schedule & testing venue of the CAT	2. Disseminate / inform the registered examinees of the schedule of testing, testing venues & room assignments	None	2 minutes	<i>Admission Office's Staff/ Admission Director</i> Admission's Office
3.Takes the College Admission Test	3. Administers the CAT simultaneously in all Campuses of the University	None	3 ½ hours	<i>Campus Academic Coordinators, Examiners, Proctors, Admission Office staff, Admission Director</i> Admission's Office
4. Receives the CAT result ( On-line viewing of CAT ratings)	4. Releases CAT result On-line	None	2 ½ months to wait for the result 2 minutes to view the result	<i>IT Staff</i> <i>Admission Director</i> Admission's Office



5. Secures Certificate of CAT rating	5. Validates and Releases CAT Certificates	None	3 minutes	Admission office Staff, Admission Director Admission's Office
Total:		None	2 ½ months to wait for release of the results 3 hours and 42 minutes to complete all activities	





## **BIDS AND AWARDS COMMITTEE**



1. GOVERNMENT PROCUREMENT – ALTERNATIVE MODE OF PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity Government to Government			
Who may Avail:	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 Day	Person Responsible
1. Client submits the properly earmarked purchase request	<p>1.1 Receive and log the Requisition and Issuance Slip or Purchase Request (earmarked).</p> <p>1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.</p> <p>(Except for those with Approved Budget for the Contract equal to Fifty Thousand Pesos (50,000.00) and below, Request for Quotations shall be posted for a period of three to seven (3-7) calendar days in the PhilGEPS website, website of the Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity);</p> <p>If for the purchase of goods, send Request for Quotation to at least three (3) suppliers of good standing</p>		1 day	BAC Chair and Members through BAC Secretariat



	<p>(technically, legally, and financially capable). (see Annex 1)</p> <p>1.3 Pre-bid conference may be conducted at the discretion of the BAC, in order to clarify and/or explain any of the requirements, terms, conditions, and specifications stipulated in the RFQ.</p>			
	<p>If for the purchase of goods, issue Request for Quotation to at least three (3) suppliers of good standing (technically, legally, and financially capable).</p>		4 days	
	<p>1.4 Retrieve the Request for Quotation.</p>		5 days	
	<p>1.5 Evaluate the Request for Quotations through a meeting.</p> <p>Meet, if necessary, and evaluate the bid/s;</p> <p>Log and return the PR to the end-user in case no bid is accepted or failure of bidding.</p> <p>End-user conducts market survey and amends the PR;</p> <p>1.6 The BAC Secretariat receives the amended PR and proceed starting step 2</p>			<p><i>BAC Chair and Members</i> BAC Office</p>
	<p>1.7 Prepare the Abstract of Quotation.</p> <p>Meet, if necessary, sign and recommend to HOPE to award the Contract to Lowest Calculated and Responsive Bidder (LCRB);</p> <p>In case of tie, toss coin shall be conducted and recommend the award to the winning LCRB.</p>			<p><i>BAC Secretariat</i> BAC Office</p>



	Verify the signature of the BAC Members;			
	Recommend to HOPE to award the Contract to Lowest Responsive Bidder.  1.8 Consolidate, log and transmit the Abstract of Quotation to HOPE  Prepare Minutes of the Meeting, if necessary;			<i>BAC Chair and Members</i> BAC Office
	1.9 Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.			<i>BAC Secretariat</i> BAC Office
	1.10 In case of alternative mode of procurement other than small value procurement, prepare the resolution pertaining to the mode of procurement.		1 day	<i>HOPE</i>
	1.11 If necessary, consolidate the PRs with the same nature of goods and services.  1.12 Transmit the Abstract of Quotation to Supply office.		1 day	<i>BAC Secretariat</i> BAC Office
<b>Total:</b>			12 days	



## 2. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING

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>	Government to Business Entity Government to Government			
<b>Who may Avail:</b>	All end-user of purchase request			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Purchase Request		Supply Office		
Earmarked Purchase Request		Budget Office		
PPMP		Office of Purchase Request / End-user		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Day</b>	<b>Person Responsible</b>
1. Client submits the properly earmarked purchase request	1. Organize Pre - Procurement Conference (if necessary).  Prepare minutes of the meeting.			<i>BAC Secretariat BAC Office</i>
	2. Conduct pre-procurement conference with the members, TWG and end-user		7 days	<i>BAC Chair and Members  Technical Working Group</i>
	3. Post invitation to bid or request for intent in PhilGEPS and/or in nationwide-circulated newspaper (broadsheet), website of CSU, conspicuous place of CSU.		12 days	<i>BAC Secretariat BAC Office</i>
	4. Organize Pre-Bid Conference.			<i>BAC Chair and Members  Technical Working Group</i>
	5. Conduct pre-bid meeting with interested contractors / suppliers / consultants.			
	6. Schedule and organize meeting for the submission and opening of bids.			
	7. Prepare minutes of the meeting.			<i>BAC Secretariat BAC Office</i>
	8. Update supplemental Bid bulletin (to be posted in PhilGEPS).			<i>BAC Chair and Members  Technical Working Group</i>
	9. Prepare and distribute Bidding Documents.			<i>BAC Secretariat BAC Office</i>



	10. Send invitation letters to COA; two non-government organizations; end-users, TWG; and observers.			
	11. Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged.		1 day	<i>BAC Chair and Members</i>
	12. Conduct opening of bids and bid evaluation.			<i>Technical Working Group</i>
	13. Prepare minutes of the meeting.			
	14. Post-qualify the bidder with lowest calculated bid.		1 day	<i>BAC Chair and Members</i>
	15. Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.		2 days	<i>Technical Working Group</i>
	16. Prepare minutes of the meeting.			<i>BAC Secretariat BAC Office</i>
	17. Approve the Resolution / Issue the Notice of award.			<i>HOPE</i>
	18. Contract Preparation and Signing.		3 days	
	19. Approval of contract of Higher Authority.			
	20. Issue the Notice to Proceed.			
	21. Post the Notice of Award in PhilGEPS.			
	22. Post the Notice to Proceed and the approved contract in PhilGEPS.			<i>BAC Secretariat BAC Office</i>
<b>Total:</b>			26 days	

*The “processing time” was changed to “processing day” due to the impossibility of quantifying in minutes the procurement stages. However, the law has determined the minimum and maximum period to conduct each stage.*



## CASHIER'S OFFICE



## 1. COLLECTION OF FEES

To ensure the process in collection accurately

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple, Complex & Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
<b>Who may Avail:</b>	Students; Outside Clients			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Assessment Form		Registrar's Office		
Document Request Form		Registrar's Office		
Payment Slip		Registrar's Office/Business Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents Assessment Form/School ID or duly accomplished Payment Slip	1. Receives Assessment Form/School ID or duly accomplished Payment Slip	It varies on the payment slip issued by the concerned offices	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
2. Pays amount indicated in the Payment Slip	2. Receives and Counts the Money  2.1. Print Official Receipts	None	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
3. Receives Official Receipt / Change	3. Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
4. Evaluates Employee in-charge using the CSM Form and Drop to suggestion Box	4. Requires Client/s to evaluate employee in-charge	None	2 minutes	<i>Cashier's Office Staff</i> Cashier's Office
<b>Total:</b>		It varies on the payment slip issued by the concerned offices	5 minutes	





2. RELEASING OF CASH (SALARIES & FINANCIAL ASSISTANCE/SCHOLARSHIP)

To ensure that payments by cash shall be based on the approved payrolls

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff, Outside Clients			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students		CSU		
Photocopy of School ID for Students		CSU		
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License		Issuing government agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents School ID or any Valid ID for Student, Faculty Member, and Administrative Employee  In case of Authorized Representatives: Authorization letter and Photocopy of ID (Authorizer & Authorized Person)	1. Verifies the authenticity of the submitted photocopy of School ID  Requires the Client to sign in the payroll	None	1 minute	Campus Cashier Cashier's Office
2. Signs the payroll	2. Releases the cash/money	None	1 minute	Campus Cashier/ Cashier's Office Staff Cashier's Office
3. Receives, counts the money and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3. Requires client/s to evaluate employee in-charge	None	3 minutes	
Total:		None	5 minutes	



3. RELEASING OF CHECKS

To ensure validity, propriety of claim based on the approved disbursement voucher

Office or Division:	Cashier's Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff, Outside Clients			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students		CSU		
For Student Financial Assistance Colored Photocopy of School ID (2 Copies) with 3 specimen signatures In case of Representatives: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with 3 specimen signatures, and 3. Colored photocopy of the representative's ID with 3 specimen signatures.		Issuing government agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents School ID or any Valid ID for Student, Faculty Member, and Administrative Employee  In case of Authorized Representatives for Scholarship: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with (3) specimen signatures, and 3. Colored photocopy of the representative's ID with (3) specimen signatures	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	Cashier's Office Staff Cashier's Office



2. Signs in the received payment box of the disbursement vouchers	2. Issues the Check	None	1 minute	Cashier's Office Staff Cashier's Office
3. Client receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	2. Requires client/s to evaluate employee in-charge	None	2 minutes	Cashier's Office Staff Cashier's Office
Total:		None	5 minutes	



# CLINIC



1. MEDICAL CONSULTATION AND COUNSELING

This procedure covers the assessment of clients' complaints and develop health care plan for treatment and management.

<b>Office or Division:</b>		Campus Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		All students and employees in the Campus		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Logbook		Clinic		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Walks-in to the clinic	1. Ask concern of client	None	1 minute	Campus Nurse Campus Clinic
2. Verbalizes chief complaints.	2. Asks series of questions pertaining to chief complaints of the patients.	None	5 minutes	Campus Nurse Campus Clinic
3. Receives initial dose of medicine for the temporary relief of symptoms or asks to come back for further consultation if symptoms persist	3. Dispense initial dose of medicine or requests the patient to go for further laboratory test/s if symptoms persist	None	2 minutes	Campus Nurse Campus Clinic
4. Receives health teaching from the provider/s	4. Provides health teaching to the patient	None	5 minutes	Campus Nurse Campus Clinic
5. Signs in logbook	5. Assist in the signing of the logbook	None	1 minutes	Campus Nurse Campus Clinic
<b>Total:</b>		NONE	14 minutes	



2. CONDUCT OF PHYSICAL EXAMINATION TO FIRST YEAR AND TRANSFEREE STUDENTS

This procedure covers the conduct of Physical Examination to help assess the general health status of students which is essential prevention and treatment of illnesses and diseases

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	All first year and transferee students			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
Physical Examination Form		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill up the Health Examination Form	1. Assist the client in filing up the Health Examination Forms	None	5 minutes	Campus Nurse Campus Clinic
2. Subjects himself/herself to physical examination	2. Gets vital signs including height and weight.	None	5 minutes	Campus Nurse Campus Clinic
3. Receives medical examination result	3. Provides medical examination result	None	1 minute	Campus Nurse Campus Clinic
4. If the patient is found to be positive of certain illness, he or she will be referred to a specialist for further investigation and laboratory examinations	4. Refers the patient to a specialist	None	1 minute	Physician/Nurse University Clinic
5. Signs in logbook	5. Assist in the signing of the logbook	None	1 minute	
Total:		none	13 minutes	



3. FIRST AID TREATMENT MANAGEMENT

First aid is the immediate care that is given to injured or ill person before condition worsens.

Office or Division:	Campus Clinic			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	Government to Citizen			
Who may Avail:	All students and employees in the Campus			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalizes chief complaints	1. Takes brief history and does physical examination	None	2 minutes	Campus Nurse Campus Clinic
2. Receives treatment	2. Gives first aid measures to alleviate complain including initial dose of medication when necessary	None	10 minutes	Campus Nurse Campus Clinic
3. Receives health teaching from the provider	3. Provides health teaching	None	3 minutes	Campus Nurse Campus Clinic
4. If required, he or she is advised to come back for a follow up check-up	4. If required, asks the patient to come back for a follow up check-up	None	1 minute	Campus Nurse Campus Clinic
5. Signs in the logbook	5. Assist in the signing of the logbook	None	1 minute	Campus Nurse Campus Clinic
Total:		None	17 minutes	



4. MEDICAL AND DENTAL PROFILING

It is a procedure to gather information of past and present medical and dental history

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All students and employees in the Campus			
Checklist of Requirements		Where to Secure		
Logbook		Campus Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Comes into the Campus Clinic on their schedule for Medical-Dental Profiling	1. Hand-in Medical-Dental Profiling Form	None	1 minute	Campus Nurse Campus Clinic
2. Signs in logbook	2. Assists the client in signing in the logbook	None	1 minute	Campus Nurse Campus Clinic
3. Fills up Medical-Dental Patient Information Record	3. Assists the client in filling-out the Form	None	5 minutes	Campus Nurse Campus Clinic
4. Submits self for Medical-Dental Profiling	4. Conducts Medical-Dental information gathering	None	10 minutes	Campus Nurse Campus Clinic
Total:		None	17 minutes	





5. CONDUCT OF DENTAL CONSULTATION

Dental consultation is **where your dentist will discuss your oral and overall health and recommends treatment needed based on assessment**

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Campus Clinic		
Consent Form		Campus Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Comes to the Campus Clinic to seek Consultation for their dental concerns	1. Assist the patient in signing the logbook	None	1 minute	Campus Nurse Campus Clinic
2. Fills up dental form	2. Assist the patient in filling out forms	None	5 minutes	Dentist Campus Clinic
3. Submits self for dental examination	3. Conducts dental examination	None	2 minutes	Dentist Campus Clinic
4. Receives dental treatment plan	4. Present dental treatment plan to the patient If prescription medication is needed for treatment of dental concern, Dentist will prescribe needed medication.	None	10 minutes	Dentist Campus Clinic
5. Receives dental treatment plan	5. If patient's dental concern can be treated in the campus clinic, the Dentist will set a schedule for dental treatment and will issue a Payment Order Form and Patient's Consent Form	Oral Prophylaxis Student: 75.00 Employee: 100.00  Tooth Extraction: Student: 75.00 Employee: 100.00	2 minutes	Dentist Campus Clinic
Total:		Php 75.00-100.00	21 minutes	



6. DENTAL TREATMENT

This covers the prevention and treatment of disease of the teeth, gums, and related structures of the mouth.

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	All students and employees in the Campus			
Checklist of Requirements		Where to Secure		
Logbook		Campus Clinic		
Patient's information Record Form		Campus Clinic		
Consent Form		Campus Clinic		
Official Receipt		Cashier		
Treatment Record Form		Campus Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Comes to the Clinic for Dental treatment on the scheduled date	1. Retrieves the dental record of the student	None	2 minutes	Dentist Campus Clinic
2. Presents official receipt and submit patient's information records singed parent consent form	2. Check signed consent and official receipt	Oral Prophylaxis Student: 75.00 Employee: 100.00  Tooth Extraction: Student: 75.00 Employee: 100.00	1 minute	Dentist Campus Clinic
3. Fills up Dental Treatment Record	3. Assist patient	None	2 minutes	Dentist Campus Clinic
4. Receives dental treatment	4. Performs dental treatment to patient	Oral Prophylaxis Student: 75.00 Employee: 100.00  Tooth Extraction: Student: 75.00 Employee: 100.00	2 hours	Dentist Campus Clinic
5. Receives prescription and post-procedure instructions	5. Provides prescription for medication if needed Provides post-procedure care tips	None	5 minutes	Nurse University Clinic



	6. Record procedure done	None	2 minutes	
Total:			2 hours and 12 minutes	



## **COLLEGE OF AGRICULTURE**



1. ADMISSION OF NEW STUDENTS

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

Office or Division:	College of Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
CAT Result		Admission's Office		
Form 138/Senior High School Report Card and Certificate of Good Moral Character		School Graduated		
NSO Birth Certificate, Authenticated Marriage Certificate (for married applicant),		PSO Office		
Economic Status Profile		Dean Office		
2 copies of 2x2 ID picture.				
Advising Form, Student Profile Form, Socio-Economic Profile Form.		Deans Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission and Initial Assessment of Admission Requirements	<p>2. The enrollee submits the required admission documents.</p> <p>The admitting faculty checks the completeness of the submitted requirements.</p> <p>Two copies of the admission documents are received:</p> <ul style="list-style-type: none"><li>✓ Original copy for the Registrar's Office</li><li>✓ Photocopy for the College</li></ul> <p>If requirements are incomplete, the enrollee is advised to comply before proceeding.</p>	None	5 minutes	Admitting Faculty
2. Interview and Verification	2. The admitting faculty interviews the enrollee to verify the authenticity of submitted	None	10 minutes	College Dean



	<p>documents.</p> <p>If all admission requirements are satisfied, the enrollee proceeds to the next step.</p> <p>If discrepancies or missing documents are found, the enrollee is required to address them before proceeding.</p>			
3. Orientation on Free Tuition Fee Scheme (RA 10931)	<p>3. The enrollee is oriented about the implementation and conditions of the <b>Free Tuition Fee Scheme (RA 10931)</b>.</p> <p>The enrollee is informed about eligibility, responsibilities, and retention policies under the scheme.</p>	None	5 minutes	<i>Registrar</i>
4. Final Validation and Accomplishment of Forms	<p>4.1 The admitting faculty performs a final check on the completeness of admission requirements.</p> <p>4.2 The enrollee accomplishes and submits necessary enrollment forms. The completed forms and verified documents are forwarded to the Registrar's Office for final enrollment processing.</p>	None	3 minutes	<i>Admitting Faculty and Dean</i>
5. Review and Approval of Advising Form	<p>5. The assigned faculty reviews the Advising Form to ensure correct subjects and compliance with curriculum</p>	None	2 minutes	<i>Dean</i>



	<p>requirements.</p> <p>Once verified, the faculty approves and signs the Advising Form.</p>			
6. Enrollment at the Registrar's Office	<p>6. The student proceeds to the Registrar's Office to submit the Advising Form for processing. The Registrar's Office receives and files the original copy of the admission requirements for new enrollees. The Registrar's Office processes the Advising Form and verifies student records.</p>	None	3 minutes	<i>Registrar Office</i>
7. Printing of Assessment Form	<p>7. The student proceeds to the Accounting Office for the printing of the Assessment Form. The Assessment Form details the required fees and applicable discounts or exemptions.</p>	None	3 minutes	<i>Accounting Office</i>
8. Payment of Enrollment Fees (if applicable)	<p>8. If applicable, the student proceeds to the Cashier's Office to pay the required fees. After payment, the student returns to the Accounting Office for validation.</p>	None	3 minutes	<i>Accounting Office</i>
9. Official Enrollment Confirmation	<p>9. The Registrar's Office receives the Advising Form and marks it "Officially Enrolled." The Registrar's Copy of the Advising Form is filed for records. The Department's Copy and Student's Copy of the Advising</p>	None	2 minutes	<i>Registrar Office</i>



	Form are returned to the enrollee.			
10. Submission of Final Enrollment Documents	10. The student proceeds to the Admitting Faculty and submits the College Copy of the Advising Form along with a copy of the Assessment Form.	None	2 minutes	<i>Deans Office</i>
<b>Total:</b>		None	38 minutes	





2. ADVISING REGULAR STUDENTS

This procedure presents the steps in advising regular students.

Office or Division:	College of Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
GBS		Admission's Office		
Individual records		Deans Office		
Student Contract on RA10931		Registrar Office		
Assessment Form		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Evaluation of Grades	1. The admitting faculty evaluates the student's grades using individual academic records. If the student meets the retention requirements, the faculty proceeds with the advising process. If the student does not meet the retention requirements, further instructions or interventions are provided.	None	5 minutes	Advising Faculty
2. Issuance of Advising Form	2. The faculty issues an Advising Form in duplicate copies (one for the student and one for the Registrar's Office). The subjects listed by the student are reviewed to ensure proper enrollment and compliance with curriculum requirements.	None	2 minutes	Advising Faculty
3. Review and Signing of Documents	3. The faculty reviews and signs the Advising Form and the Student Contract on RA 10931 (Free Tuition Fee Scheme).	None	3 minutes	Dean



	The student acknowledges and signs the Student Contract on RA 10931 to confirm understanding of the program's conditions.			
4. Processing of Enrollment Assessment	4. The student proceeds to the Accounting Office for the printing of the Assessment Form and validation of enrollment. The Assessment Form indicates the total fees and any applicable discounts or exemptions.	None	3 minutes	<i>Accounting Office</i>
5. Payment of Enrollment Fees (if applicable)	5. If the student needs to pay fees (e.g., miscellaneous, laboratory, or other fees not covered by RA 10931), they proceed to the Cashier's Office for payment. After payment, the student returns to the Accounting Office for validation.	None	5 minutes	<i>Accounting Office and Cashier</i>
6. Official Enrollment Confirmation	6. The Registrar's Office receives and marks the Advising Form with " <b>Officially Enrolled.</b> " The Registrar's Copy of the Advising Form is filed.	None	3 minutes	<i>Registrar Office</i>
7. Final Filing of Documents	7. The Advising Form, Student Contract on RA 10931, and Assessment Form are properly filed in the student's records for official documentation.	None	3 minutes	<i>Advising Faculty and Dean</i>
<b>Total:</b>		None	24 minutes	



### 3. ADVISING IRREGULAR STUDENTS

This procedure presents the steps in advising irregular students.

<b>Office or Division:</b>	College of Agriculture			
<b>Classification:</b>	Simple			
<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		Registrar Office		
curriculum		Dean Office		
Advising Form, Student		Dean Office/Advising Faculty		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Checking and Evaluation of Student Documents	1. The faculty checks all pertinent documents submitted by the student. The Certification of Grades is evaluated against the curriculum to verify subjects taken and eligibility for enrollment. The student receives the Advising Form, listing the approved courses for enrollment.	None	5 minutes	<i>Advising Faculty</i>
2. Submission to the College Dean for Approval	2. The student submits all pertinent documents (Advising Form and duly filled-out Student Contract on RA 10931) to the College Dean for approval. The College Dean reviews and approves the Advising Form and Student Contract.	None	5 minutes	<i>Advising Faculty and Dean</i>
3. Submission to the Registrar's Office	3. The student submits the approved Advising Form and Student Contract on RA 10931 to the Registrar's Office. The Registrar's Office receives and files the Registrar's Copy of the	None	3 minutes	<i>Registrar Office</i>



	Advising Form and the Student Contract.			
4. Printing of Assessment Form and Enrollment Validation	4. The student proceeds to the Accounting Office for the printing of the Assessment Form and validation of enrollment.	None	3 minutes	<i>Accounting Office</i>
5. Official Enrollment Confirmation	5. The student secures the Advising Form, which is now marked as “ <b>Officially Enrolled.</b> ” The student keeps a copy for personal records.	None	1 minute	<i>Registrar Office</i>
6. Filing of Enrollment Documents	6. The Dean’s office files the following documents in the student’s records: ✓ Advising Form ✓ Student Contract on RA 10931 Assessment Form	None	2 minutes	<i>Dean Office</i>
<b>Total:</b>		None	19 minutes	



4. STUDENT’S CONSULTATION

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

<b>Office or Division:</b>		College of Agriculture		
<b>Classification:</b>		Simple		
<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>	
Consultation Form			Dean Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Accommodating the Student	1. The faculty/staff welcomes the student and listens to their concern or issue. Provides guidance, clarification, or appropriate action to address the student’s concern. If necessary, refers the student to the appropriate office or personnel for further assistance.	None	5 minutes	<i>Faculty Member and Dean</i>
2. Documentation of the Concern	2. The faculty/staff records the nature of the concern in the Consultation Form. Ensures that all details are accurately documented for future reference.	None	5 minutes	<i>Dean</i>
3. Seeking Approval from the College Dean	3. The faculty/staff signs the Consultation Form to verify that the concern has been documented. The form is then submitted to the College Dean for review and approval. The College Dean reviews and signs the Consultation Form to acknowledge the issue and potential action.	None	3 minutes	<i>Dean</i>



4. Consolidation of Student Concerns	4. The faculty/staff compiles all consultation records to identify recurring student concerns. These records serve as a basis for interventions to improve student support services. Recommendations for policies, programs, or necessary actions are developed based on the consolidated concerns.	None	3 minutes	College Secretary and Dean
Total:		None	16 minutes	



5. BORROWING LABORATORY EQUIPMENT AND MATERIALS

To facilitate effective hands-on learning, research, and experimentation by providing students and faculty access to necessary laboratory equipment and materials while ensuring proper handling, accountability, and return.

<b>Office or Division:</b>		College of Agriculture		
<b>Classification:</b>		Simple		
<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>		
Borrower's Logbook		Dean Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Signing the Borrower's Logbook	1. The student records their name, equipment details, date, and purpose of use in the Borrower's Logbook.	None	3 minutes	<i>Faculty In-Charge</i>
2. Approval by Faculty In-Charge	2. The Faculty In-Charge reviews the request and approves the borrowing, ensuring proper authorization.	None	3 minutes	Faculty In-Charge
3. Usage of Equipment and Materials	3. The borrower uses the equipment responsibly and in accordance with laboratory guidelines.	None	3 minutes	Faculty In-Charge
4. Returning the Equipment	4. The borrower returns the equipment on the agreed date and signs the Borrower's Logbook to confirm the return.	None	3 minutes	Faculty In-Charge
5. Inspection by Faculty In-Charge	5.1 The Faculty In-Charge inspects the equipment to ensure it is in good condition. 5.2 If the equipment is in good condition, the Faculty In-Charge approves the return.	None	3 minutes	Faculty In-Charge
<b>Total:</b>		None	15 minutes	



6. PROCESS ON RECTIFICATION OF GRADES

To ensure accurate and timely correction of grade discrepancies, maintaining the integrity and reliability of student academic records

<b>Office or Division:</b>		College of Agriculture		
<b>Classification:</b>		Simple		
<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>	
Communication letter			Concerned faculty	
Data based (GBS)			Registrar Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of Request for Grade Rectification	1. The concerned faculty prepares a formal request letter for grade rectification. The request letter is addressed to the Campus Executive Officer (CEO) through the Registrar's Office and noted by the College Dean. The faculty submits the request to the Registrar's Office for initial processing.	None	5 minutes	Faculty Member and Dean
2. Review and Endorsement by the College Dean	2. The College Dean reviews the request to ensure its validity. If the request is justified, the College Dean endorses it to the CEO for final approval.	None	5 minutes	Dean
3. Approval by the CEO	3. The CEO reviews the endorsed request and evaluates its merit. If the request meets the necessary conditions, the CEO approves the grade rectification.	None	5 minutes	CEO
4. Verification by the Registrar's Office	4. The Registrar's Office verifies the approved request by cross-checking:	None	5 minutes	Registrar Office





	<ul style="list-style-type: none"><li>✓ Student records</li><li>✓ Grade entries in the official database</li><li>✓ Any supporting documents related to the grade change</li></ul> Once verified, the request proceeds for rectification.			
5. Rectification of Grades	5. The Registrar's Office updates the official student database to reflect the corrected grades. The necessary updates are made to both digital records and printed student transcripts.	None	5 minutes	College Secretary and College Dean
6. Documentation and Filing	6. Copies of the following are filed for documentation and future reference: Approved request letter Rectification records Updated student records The student and faculty involved are notified of the rectification completion.	None	5 minutes	College Secretary, College Dean and Registrar
Total:		None	30 minutes	



7. HANDLING STUDENT’S COMPLAINTS

To present the steps undertaken for handling complaints of students versus faculty members.

Office or Division:	College of Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Letter of Complaint		Student		
Outgoing Communication (internal)		Dean		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Receipt of the Complaint	1. The College Dean’s Office receives the formal Letter of Complaint from the concerned student or faculty. The office reviews the complaint and determines if it requires immediate action.	None	3 minutes	Faculty Member and Dean
2. Preparation of the Complaint Form	2. <b>A Complaint Form is prepared, detailing:</b> ✓ The nature of the complaint ✓ The schedule of meetings for resolution ✓ The parties involved in the complaint (student, faculty, or both) <b>The schedule includes:</b> ✓ <b>Dean-Student Conference</b> (if the issue concerns a student) ✓ <b>Dean-Faculty Conference</b> (if the issue concerns faculty)	None	10 minutes	Faculty Member and Dean



	<b>Dean-Student-Faculty Conference</b> (if the issue involves both parties)			
3. Conduct of Conferences	3. The Dean facilitates meetings with the concerned parties to discuss the complaint. Each party is given an opportunity to explain their side and provide supporting evidence, if applicable. The Dean mediates and proposes solutions to address the issue.	None	15 minutes	Dean
4. Resolution of the Complaint	<b>4. If a resolution is met:</b> <ul style="list-style-type: none"><li>✓ The Dean documents the agreed resolution in writing.</li><li>✓ Necessary actions are taken based on the agreed resolution.</li><li>✓ The complaint is considered resolved, and records are filed for reference.</li></ul> <b>If a resolution is not met:</b> <ul style="list-style-type: none"><li>✓ The complaint is forwarded to the Office of the Guidance Counselor for further mediation and intervention</li></ul> The Guidance Counselor schedules a separate session to	None	15 minutes	Dean



	handle the unresolved concern.			
5. Documentation and Filing	5. The final records of the complaint are kept in a secured file. The concerned parties are notified of any further actions if necessary.	None	5 minutes	College secretary and Dean
Total:		None	48 minutes	



8. REQUESTING PETITIONED COURSES

To present the steps in requesting petitioned courses.

<b>Office or Division:</b>		College of Agriculture		
<b>Classification:</b>		Simple		
<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>	
Petition Letter			Student	
GBS Portal			Registrar Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Student Submission of Petition Letter	1. The student submits a formal petition letter requesting enrollment in a specific subject. The letter should include justifications for the request, the subject details, and any supporting documents. to the College Dean	None	5 minutes	Student
2. Dean’s Review and Endorsement	2. The College Dean reviews the petition letter for validity and compliance with academic policies. If deemed appropriate, the Dean endorses the petition letter and forwards it to the Campus Executive Officer (CEO) for approval.	None	5 minutes	College Dean
3. CEO’s Approval	3. The CEO evaluates the petition and decides whether to approve or deny the request. If approved, the petition letter is officially signed and forwarded to the Registrar’s Office.	None	30 minutes	CEO
4. Registrar’s Processing and Notification	4. The Registrar processes the approved petition letter.	None	5 minutes	Registrar



	The Registrar informs the Dean regarding the approval and completion of enrollment procedures.			
5. Dean's Announcement of Approval	5. The College Dean officially announces that the petition has been approved. The list of approved students is finalized for enrollment.	None	5 minutes	Dean
6. Enrollment through GBS	6. Approved students are enrolled in the subject via the GBS. The enrollment is reflected in the official student records.	None	5 minutes	Dean
7. Confirmation and Finalization -	7. Students verify their enrollment status through the student portal or Registrar's Office. The process is concluded once all students are officially enrolled.	None	5 minutes	Registrar
<b>Total:</b>		None	25 minutes	



# **COLLEGE OF BUSINESS ENTREPRENEURSHIP AND ACCOUNTANCY**



## 1. ADMISSION OF NEW STUDENTS

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

<b>Office or Division:</b>		College of Business, Entrepreneurship and Accountancy		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		New Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Student Portfolio: <ul style="list-style-type: none"><li>CAT Result</li><li>Form 138/Senior High School Report Card</li><li>Certificate of Good Moral Character</li><li>NSO Birth Certificate</li><li>Authenticated Marriage Certificate (for married applicant)</li><li>Economic Status Profile</li></ul> 2 copies of 2x2 ID picture		Admission Office		
Advising Form		Dean's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents two copies of the admission requirements (original copy for the Registrar's Office and photocopy for the College) to the admitting Faculty	1.1 Checks completeness and assesses the admission requirements submitted by the enrollee	None	5 minutes	Admitting Faculty
	1.2 Interviews the enrollee if all admission requirements are satisfied		10 minutes	
	1.3 Orients the enrollee about the implementation and conditions of Free Tuition Fee Scheme (RA 10931)		5 minutes	
	1.4 Issues Advising Form, Student Profile Form, and Socio-Economic Profile Form to the enrollee who passed the interview		1 minute	





2.1 Fills out the Advising Form, Student Profile Form, and Socio-Economic Profile Form	2.1 Checks completeness of the admission requirements and accomplished forms	None	3 minutes	<i>Admitting Faculty</i>
2.2 Submits the admission requirements and accomplished forms in a folder	2.2 Returns the admission requirements and Student Profile Form		1 minute	
3. Submits the admission requirements, Student Profile Form, and Advising Form to the College Dean for final review	3.1 Reviews and files the college copy of the admission requirements and accomplished forms	None	5 minutes	<i>College Dean</i>
	3.2 Reviews and approves the Advising Form		2 minutes	
Total:		None	32 minutes	



## 2. ADVISING REGULAR STUDENTS

This procedure presents the steps in advising regular students.

<b>Office or Division:</b>	College of Business, Entrepreneurship and Accountancy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Regular Students			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Advising Form		Dean's Office		
Student Contract on RA10931		Dean's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents student's ID to the Advising Faculty	1.1 Evaluates grades of the regular student using the GBS	None	5 minutes	<i>Advising Faculty</i>
	2.2 Issues Advising Form in duplicate if retention requirements are satisfied		2 minutes	
2. Fills out advising form.	2. Reviews the subjects listed by the student	None	2 minutes	<i>Advising Faculty</i>
3. Waits for the processing of the service.	3. Prints and signs the examination permit.	None	4 minutes	<i>Assessment Officer</i>
4. Submits the Advising Form together with the Student Contract on RA10931 to the College Dean for approval	4. Reviews and signs the Advising Form and Student Contract on RA10931	None	1 minute	<i>Assessment Officer</i>
5. Proceeds to the Registrar's Office for enrollment	5. Receives the Registrar's copy of the Advising Form and Student Contract on RA10931 of the regular student	None	3 minutes	<i>Registrar</i>
6.1 Proceeds to the Accounting Office for the printing of Assessment Form and validation of enrollment (for regular student availing the free	6. Receives and marks the Advising Form with "officially enrolled" then file the Registrar's Copy of the Advising Form	None	1 minute	<i>Registrar</i>



tuition fee scheme)  6.2 Proceeds to the Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees (for regular students opting out of the free tuition fee scheme)  6.3 Proceeds to the Registrar's Office, presents the advising form to be marked as ' <i>officially enrolled</i> '				
7. Proceeds to the Advising Faculty and submits College copy of the Advising Form, Student Contract on RA10931 and copy of the assessment form	7. Files the Advising Form, Student Contract on RA10931 and assessment form	None	1 minute	<i>Advising Faculty</i>
<b>Total:</b>		None	19 minutes	



### 3. ADVISING IRREGULAR STUDENTS

This procedure presents the steps in advising irregular students.

<b>Office or Division:</b>	College of Business, Entrepreneurship and Accountancy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Irregular Students			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Advising Form		Dean's Office		
Student Contract on RA10931		Dean's Office		
Certification of Grades		Registrar's Office		
Assessment Form		Accounting Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents pertinent documents such as ID, CAT result, Certification of Grades, etc. to the Advising Faculty	1. 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	None	20 minutes	<i>Advising Faculty</i>
2. Receives all pertinent documents from the Advising Faculty and submits the Advising Form together with the duly filled out Student Contract on RA10931 to the College Dean for approval	2. Reviews and signs the Advising Form and the Student Contract on RA10931	None	3 minutes	<i>College Dean</i>
3. Proceeds to the Registrar's Office for enrollment	3. Receives the Registrar's copy of the Advising Form and the student contract on RA10931	None	5 minutes	<i>Registrar</i>
4.1 Proceeds to the Accounting Office for the printing of Assessment Form and validation of enrollment (for regular student availing the free tuition fee scheme)	4. Files the Advising Form, Student Contract on RA10931 and assessment form	None	2 minutes	<i>College Dean</i>
4.2 Proceeds to the				



4.3 Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees (for regular students opting out of the free tuition fee scheme)				
4.4 Proceeds to the Registrar's Office, presents the advising form to be marked as <i>'officially enrolled'</i>				
4.5 Proceeds to the College Dean and submits college copy of the Advising Form, Student Contract on RA10931 and copy of the assessment form				
Total:		None	30 minutes	



4. 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 Business, Entrepreneurship and Accountancy		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students/ Faculty Member/ Staff		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Laboratory Request Form			Laboratory/ Dean’s Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out and sign a Laboratory Request Form in triplicate and hands in to the Tool Room Custodian at least 2 hours before the equipment and materials are to be used	1. Receives, checks the list and signs the Laboratory Request Form then logs the requested materials in the Laboratory Equipment and Materials Logs, and prepares the requested equipment and materials	None	15 minutes	<i>Tool Room Custodian</i>
2.1 Receives and checks requested equipment and materials	2.1 Receives and checks the borrowed equipment and materials	None	10 minutes	<i>Tool Room Custodian</i>
2.2 Returns borrowed equipment and materials after use	2.2 Reflects on the Laboratory Equipment and Materials Logs that borrowed equipment and materials are returned including the date of return (2 minutes) then checks and records whether borrowed equipment are returned in good condition with the date  <i>Note: If equipment and/or materials were found broken, the Tool Room Custodian must take proper</i>		2 minutes	



	<i>photo documentation and write an incident report and notify the College Dean and the Supply Office</i>			
<b>Total:</b>		None	27 minutes	



5. 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 Business, Entrepreneurship and Accountancy		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students/ Faculty Member/ Staff		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Laboratory Request Form			Laboratory/ Dean’s Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceeds to the faculty member for consultation during the time indicated in the consultation hours of the faculty member	Accommodates student/s and provides needed guidance, enlightenment or action on the student’s concern/issue	None	30 minutes	<i>Faculty Member</i>
	Indicates the nature of concern/issue of the student in the consultation form		1 minute	
	Signs the Consultation Form and seeks the signature of the College Dean		3 minutes	
	Signs the Consultation Form and consolidates issues/concerns of the students during consultation as bases for appropriate interventions needed by students.		1 minute	<i>College Dean</i>
	Makes a follow-up on the student if problem/issue has been completely addressed			
	<i>If problem/issue has not been addressed, the College Dean will make appropriate action</i>			
	<i>If problem/issue has been addressed, the College Dean indicates in the Status of Students’</i>			





	Complaint/Issue/Concern Form			
Total:		None	25 minutes	



## 6. RECTIFYING OF GRADES

This procedure presents the steps in rectifying grades.

<b>Office or Division:</b>		College of Business, Entrepreneurship and Accountancy		
<b>Classification:</b>		Simple		
<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		Registrar's Office		
Rectification Letter		Faculty Member		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the faculty member to verify the grade received.	1. Verifies from the class record the grade given to the student and presents the computation of the grade given.	None	5 minutes	<i>Faculty Member</i>
2. Displays evidence on hand to back up claim.	2.1 Reconciles records & student's evidence.	None	5 minutes	<i>Faculty Member</i>
	2.2 If found meritorious, the faculty prepare a letter for rectification address to the CEO and attention to the college dean.		10 minutes	
	2.3 Peruses on the evidence of the faculty and student, then signs the rectification letter for approval.		5 minutes	<i>College Dean</i>
	2.4 Submit to the Registrar's Office the rectification letter and pertinent evidence.		5 minutes	<i>Faculty Member</i>
	2.5 Verifies the evidence and approves the rectification.		5 minutes	<i>Registrar</i>
	2.6 Gives a copy of the approved grade rectification letter to the Registrar's staff for posting.		1 minute	<i>Faculty Member</i>
	2.7 Posts the rectified		2 minutes	<i>Registrar's Staff</i>



	final grade of the student.			
	2.8 Give a copy of the approved grade rectification letter to the college dean and student.		1 minute	<i>Faculty Member</i>
	2.9 Files the college copy.		1 minute	<i>College Dean</i>
<b>Total:</b>		None	40 minutes	



## 7. COMPLETION OF INCOMPLETE GRADE

This procedure presents the steps in completing incomplete grades.

<b>Office or Division:</b>		College of Business, Entrepreneurship and Accountancy		
<b>Classification:</b>		Simple		
<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>	
Completion Form			Registrar's Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches the faculty member to verify the lack of requirements for the course.	Verifies from the class record the grade given to the student and identifies the missing requirements.	None	5 minutes	<i>Faculty Member</i>
2. Submits all lacking requirements.	Computes and records the grades of students.	None	20 minutes	<i>Faculty Member</i>
3.1 Get the completion form and pay it to the Cashiers' Office.  3.2 Fill-up a completion to be submitted to the subject teacher.	3.1 Input the grade of students in the form and sign for approval.  3.2 Return the completion form to the student for the signature of the College Dean.	None	2 minutes	<i>Faculty Member</i>
4. Submits the completion to the College Dean for signature.	4. Reviews and signs the completion form.	None	2 minutes	<i>College Dean</i>
5. Submits the completion form to the Registrar's Office.	5.1 Records the new grade of student in GBS.  5.2 Gives the student's copy and the department's copy.	None	2 minutes	<i>Registrar</i>
6. Submits the department's copy to the College Dean.	6. Files the Completion form.	None	1 minute	<i>Faculty Member</i>
<b>Total:</b>		None	32 minutes	



8. REQUESTING PETITIONED COURSE

This procedure facilitates the steps in requesting petitioned courses.

<b>Office or Division:</b>		College of Business Entrepreneurship and Accountancy		
<b>Classification:</b>		Simple		
<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>	
Approved Petition Letter			Dean's Office, CEO' Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Writes a letter requesting to petition the course.	Evaluates the petition of students.  Endorses the request to the campus academic Coordinator.	None	30 Seconds	College Dean
2. Waits for the processing of the service.	Accepts and reviews the endorsement for approval by the Campus Executive Officer.	None	1 minute	Academic Coordinator
3. Waits for the processing of the service.	Accepts and approves the opening of the petition subject.	None	1 minute	Campus Executive Officer
4. Waits for the processing of the service.	Assigns the faculty member to handle the course.	None	1 minute	College Dean
5. Reports to the assigned Faculty	Accepts the petitioned course as a load by affixing a signature from the workload.	None	30 Seconds	Faculty Member
<b>Total:</b>		None	4 minutes	



## **COLLEGE OF CRIMINAL JUSTICE EDUCATION**



1. ADMISSION OF NEW STUDENTS

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

<b>Office or Division:</b>		College of Criminal Justice Education		
<b>Classification:</b>		Simple		
<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>	
Assessment Form – 1 Original Copy			Registrar’s Office	
Socio-Economic Profile Form			OSDW Office	
Student Profile Form			Registrar’s Office	
Advising Form			Deans Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>(FOR OPT-IN STUDENTS)</b>				
1. The client presents the following requirements to the admitting faculty (College Admission Test Result, Form 138/Senior High School Report Card, Certificate of Good Moral Character, National Statistics Office Birth Certificate, Authenticated Marriage Certificate (for married applicant), Economic Status Profile, and 2 copies of 2x2 ID picture)	1.1 Checks completeness and assesses the admission requirements submitted by the enrollee  1.2 Interviews the enrollee if all admission requirements are satisfied  1.3 Orients the enrollee about the implementation and conditions of Free Tuition Fee Scheme (RA 10931)  1.4 Issues Advising Form, Student Profile Form, and Socio-Economic Profile Form to the enrollee who passed the interview	None	2 minutes	Admitting Faculty
2.1 The enrollee Fills out the Advising Form, Student Profile Form, and Socio-Economic Profile Form  2.2 Submits the admission requirements and	2.1 Checks completeness of the admission requirements and accomplished forms	None	2 minutes	Admitting Faculty
	2.2 Returns the admission requirements and Student Profile Form	None	1 minute	Admitting Faculty



accomplished forms in a folder				
3. Submits the admission requirements, Student Profile Form, and Advising Form to the College Dean for final review	3.1 Reviews and files of the college copy of the admission requirements and accomplished forms  3.2 Reviews and approvals of the Advising Form	None	1 minute	<i>College Dean</i>
4. Proceeds to the Registrar's Office for enrollment	4. Receives and files the original copy of the admission requirements of the enrollee, and process the advising form	None	2 Minutes	<i>Registrar's Officer</i>
5.1 Student Availing the Free Tuition Fee Scheme  5.2 Proceeds to the Accounting for the printing of Assessment Form	5. Prints the Assessment Form	None	1 minute	<i>Accounting Office</i>

FOR OPT-OUT STUDENTS				
1.1 Proceeds to the Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees	1. Receives the Advising Form and mark it "Officially Enrolled", files the Registrar's Copy of the Advising Form and return the Department's Copy and Student's Copy to the Enrollee	None	2 Minutes	<i>Registrar's Officer</i>
1.2 Proceeds to the Registrar's Office, presents the advising form to be marked as 'officially enrolled'				
2. Proceeds to the Admitting Faculty and submits College copy of the Advising Form and copy of the assessment form	2. Files the Advising Form and assessment form in the enrollee's records	None	1 Minute	<i>Admitting Faculty</i>
<b>Total:</b>		None	12 minutes	





2. ADVISING REGULAR STUDENTS

This procedure presents the steps in advising regular students.

<b>Office or Division:</b>		College of Criminal Justice Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Regular Students		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Advising Form			Dean’s Office	
Student Contract on RA10931			Dean’s Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents student’s ID to the Advising Faculty	1.1 Evaluates grades of the regular student using the GBS	None	5 minutes	<i>Advising Faculty</i>
	2.2 Issues Advising Form in duplicate if retention requirements are satisfied		2 minutes	
2. Fills out advising form.	2. Reviews the subjects listed by the student	None	2 minutes	<i>Advising Faculty</i>
3. Waits for the processing of the service.	3. Prints and signs the examination permit.	None	4 minutes	<i>Assessment Officer</i>
4. Submits the Advising Form together with the Student Contract on RA10931 to the College Dean for approval	4. Reviews and signs the Advising Form and Student Contract on RA10931	None	1 minute	<i>Assessment Officer</i>
5. Proceeds to the Registrar’s Office for enrollment	5. Receives the Registrar’s copy of the Advising Form and Student Contract on RA10931 of the regular student	None	3 minutes	<i>Registrar</i>
6.1 Proceeds to the Accounting Office for the printing of Assessment Form and validation of enrollment (for regular student availing the free	6. Receives and marks the Advising Form with “officially enrolled” then file the Registrar’s Copy of the Advising Form	None	1 minute	<i>Registrar</i>



tuition fee scheme)  6.2 Proceeds to the Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees (for regular students opting out of the free tuition fee scheme)  6.3 Proceeds to the Registrar's Office, presents the advising form to be marked as ' <i>officially enrolled</i> '				
7. Proceeds to the Advising Faculty and submits College copy of the Advising Form, Student Contract on RA10931 and copy of the assessment form	7. Files the Advising Form, Student Contract on RA10931 and assessment form	None	1 minute	<i>Advising Faculty</i>
<b>Total:</b>		None	19 minutes	



### 3. ADVISING IRREGULAR STUDENTS

This procedure presents the steps in advising irregular students.

<b>Office or Division:</b>	College of Criminal Justice Education			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Irregular Students			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Advising Form		Dean’s Office		
Student Contract on RA10931		Dean’s Office		
Certification of Grades		Registrar’s Office		
Assessment Form		Accounting Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents pertinent documents such as ID, CAT result, Certification of Grades, etc. to the Advising Faculty	1. 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	None	20 minutes	<i>Advising Faculty</i>
2. Receives all pertinent documents from the Advising Faculty and submits the Advising Form together with the duly filled out Student Contract on RA10931 to the College Dean for approval	2. Reviews and signs the Advising Form and the Student Contract on RA10931	None	3 minutes	<i>College Dean</i>
3. Proceeds to the Registrar’s Office for enrollment	3. Receives the Registrar’s copy of the Advising Form and the student contract on RA10931	None	5 minutes	<i>Registrar</i>
4.1 Proceeds to the Accounting Office for the printing of Assessment Form and validation of enrollment (for regular student availing the free tuition fee scheme)	4. Files the Advising Form, Student Contract on RA10931 and assessment form	None	2 minutes	<i>College Dean</i>
4.2 Proceeds to the				



4.3 Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees (for regular students opting out of the free tuition fee scheme)				
4.4 Proceeds to the Registrar's Office, presents the advising form to be marked as <i>'officially enrolled'</i>				
4.5 Proceeds to the College Dean and submits college copy of the Advising Form, Student Contract on RA10931 and copy of the assessment form				
Total:		None	30 minutes	



4. 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 Criminal Justice Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students/ Faculty Member/ Staff		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Laboratory Request Form			Laboratory/ Dean’s Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out and sign a Laboratory Request Form in triplicate and hands in to the Tool Room Custodian at least 2 hours before the equipment and materials are to be used	1. Receives, checks the list and signs the Laboratory Request Form then logs the requested materials in the Laboratory Equipment and Materials Logs, and prepares the requested equipment and materials	None	15 minutes	<i>Tool Room Custodian</i>
2.1 Receives and checks requested equipment and materials	2.1 Receives and checks the borrowed equipment and materials	None	10 minutes	<i>Tool Room Custodian</i>
2.2 Returns borrowed equipment and materials after use	2.2 Reflects on the Laboratory Equipment and Materials Logs that borrowed equipment and materials are returned including the date of return (2 minutes) then checks and records whether borrowed equipment are returned in good condition with the date  <i>Note: If equipment and/or materials were found broken, the Tool Room Custodian must take proper</i>		2 minutes	



	<i>photo documentation and write an incident report and notify the College Dean and the Supply Office</i>			
<b>Total:</b>		None	27 minutes	



5. RECTIFYING GRADES

This procedure presents the steps in rectifying grades.

<b>Office or Division:</b>		College of Criminal Justice Education		
<b>Classification:</b>		Simple		
<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			Registrar’s Office	
Class Record, F-CCJE-92815			Faculty Member	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches the faculty member to verify the grade received.	1. Verifies from the class record the grade given to the student and presents the computation of the grade given.	None	1 minute	Faculty Member
2. Displays evidence on hand to back up claim.	2.1 Reconciles records & student’s evidence.  2.2 If found meritorious, the faculty secures a copy of the grade rectification form from the office staff.  2.3 The faculty fills out the rectification form and explains to the college Dean the need to rectify the grade given to a student and shows pertinent evidence.	None	2 minutes	Faculty Member
3. Waits for the processing of the service.	3. Peruses on the evidence of the faculty and student, then signs the rectification form.	None	1 minutes	College Dean
4. Waits for the processing of the service.	4. Submit to the Registrar’s Office the rectification form and pertinent evidence.	None	1 minute	Faculty Member



5. Waits for the processing of the service.	5. Verifies the evidence and approves the rectification.	None	30 seconds	Registrar's Office
6. Waits for the processing of the service.	6. Gives a copy of the approved grade rectification form to the Registrar's staff for posting.	None	30 seconds	Faculty Member
7. Waits for the processing of the service.	7. Posts the rectified final grade of the student.	None	30 seconds	Registrar's Office
8. Waits for the processing of the service.	8. Give a copy of the approved grade rectification form to the office staff and student.	None	30 seconds	Faculty Member
9. Receives a copy of the approved grade in the rectification form	9. Files the college copy.	None	30 seconds	College Dean
Total:		None	7 minutes and 30 seconds	





6. REQUESTING PETITIONED COURSE

This procedure facilitates the steps in requesting petitioned courses.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Approved Petition Letter		Dean’s Office, CEO’ Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Writes a letter requesting to petition the course.	1.1 Evaluates the petition of students.  1.2 Endorses the request to the campus academic Coordinator.	None	30 Seconds	College Dean
2. Waits for the processing of the service.	2. Accepts and reviews the endorsement for approval by the Campus Executive Officer.	None	1 minute	Academic Coordinator
3. Waits for the processing of the service.	3. Accepts and approves the opening of the petition subject.	None	1 minute	Campus Executive Officer
4. Waits for the processing of the service.	4. Assigns the faculty member to handle the course.	None	1 minute	College Dean
5. Reports to the assigned Faculty	5. Accepts the petitioned course as a load by affixing a signature from the workload.	None	30 Seconds	Faculty Member
Total:		None	4 minutes	



7. SIGNING OF STUDENT CLEARANCE (TERMINAL AND FOR TRANSFER)

This is a process of ensuring that student has fully satisfied all his/her obligation to the college before signing the clearance.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	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
Presents Clearance Form.	Receives the clearance form.	None	30 Seconds	College Dean
Waits for the processing of the service.	Verifies on the records if there are no obligations listed for the client to satisfy.	None	1 minute	College Dean
Receives the Signed Clearance Form; Signs in the respective logbook.	Returns the signed clearance form to the student.	None	30 Seconds	College Dean
Total:		None	2 minutes	



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 Criminal Justice Education		
<b>Classification:</b>		Simple		
<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>	
Consultation Form			Faculty Member	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceeds to the faculty member for consultation during the time indicated in the consultation hours of the faculty member	1.1 Accommodates student/s and provides needed guidance, enlightenment or action on the student’s concern/issue  1.2 Indicates the nature of concern/issue of the student in the consultation form  1.3 Signs the Consultation Form and seeks the signature of the College Dean	None	2 Minutes	<i>Faculty Member</i>
2. Agrees to the interventions/ suggestions given by the College Dean	2. Signs the Consultation Form and consolidates issues/concerns of the students during consultation as bases for appropriate interventions needed by students	None	2 Minutes	<i>College Dean</i>
<b>Total:</b>		None	4 minutes	



## **COLLEGE OF HOSPITALITY MANAGEMENT**



1. ADMISSION OF NEW STUDENTS

This presents the steps of admission of incoming first year students.

Office or Division:	College of Hospitality Management-CSU-Gonzaga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Enrollee’s Portfolio		Provided by the enrollee		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client presents three copies of the admission requirements to the admitting Individual (one (1) original copy for the Registrar’s Office, 1 photocopy for the College and 1 for the enrollee)	1. Receives the admission requirements, and checks the completeness of documents submitted by the enrollee	None	5 minutes	College Dean
2. Waits for the processing of the service.	2. Issues Advising Form to the qualified enrollee and instructs enrollee to proceed to Guidance and Counseling Office, Student Development and Welfare Office and Registrar’s Office	None	5 minutes	College Dean
3. Submits 1 (one) copy of Assessment Form marked with “Enrolled” to the College Dean	3. Receives and files the office copy of the admission requirements and assessment form	None	1 minute	College Dean
Total:		None	11 minutes	



2. ADVISING REGULAR STUDENTS

This presents the steps in advising regular students.

Office or Division:	College of Hospitality Management-CSU-Gonzaga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Course Prospectus Advising Form		College Dean/College Secretary		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures a copy of course prospectus from the college secretary, and presents himself/herself, together with the form to the admitting individual (College Dean)	1. Assesses courses taken by old student and advises courses to enroll on Student Information and Accounting System (SIAS)	None	5 minutes	College Dean
2. Enrolls courses advised by the college dean on SIAS	2.1 Confirms enrollment of enrollee through the system  2.2 Extracts and prints List of Enrolled Old Students confirmed by the Campus Registrar	None	5 minutes	College Dean
3. Waits for confirmation, and posting of enrollment progress	3. Posts enrollment list on board	None	5 minutes	College Dean
Total:		None	15 minutes	



### 3. ADVISING IRREGULAR STUDENTS

This presents the steps in advising irregular students.

<b>Office or Division:</b>		College of Hospitality Management-CSU-Gonzaga		
<b>Classification:</b>		Simple		
<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>		
Course Prospectus Advising Form		College Dean/College Secretary		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Secures a copy of course prospectus from the college secretary, and presents himself/herself, together with the form to the admitting individual (College Dean)	1. Assesses courses taken by old student and advises courses to enroll on Student Information and Accounting System (SIAS)	None	5 minutes	<i>College Dean</i>
2. Enrolls courses advised by the college dean on SIAS	2.1 Confirms enrollment of enrollee through the system  2.2 Extracts and prints List of Enrolled Old Students confirmed by the Campus Registrar	None	5 minutes	<i>College Dean</i>
3. Waits for confirmation, and posting of enrollment progress	3. Posts enrollment list on board	None	5 minutes	<i>College Dean</i>
<b>Total:</b>		None	15 minutes	



4. REQUESTING UTILIZATION OF CHM LABORATORY, FACILITIES, AND EQUIPMENT

This presents the steps in requesting the use of CHM laboratory facilities and equipment.

Office or Division:	College of Hospitality Management-CSU-Gonzaga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/CSU-G personnel			
Checklist of Requirements		Where to Secure		
Borrower’s Slip Borrower’s Log Utilization Log Sheet		Property Custodian		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Borrower’s Slip and submits to the Property Custodian	1. Reviews the Borrower’s Slip and approves/releases the requested facilities or equipment	None	2 minutes	Property Custodian
2. Waits for the approval and preparation of borrowed facility/equipment	2. Clears the Requester upon checking out of the requested facilities and/or returning the borrowed equipment	None	5 minutes	Property Custodian
Total:		None	7 minutes	





5. REQUESTING PETITIONED COURSES

This presents the steps in requesting petitioned courses.

Office or Division:	College of Hospitality Management-CSU-Gonzaga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Petition Letter Incoming Communication Log/logbook Petition Letter				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter for Petition of Course to the College Dean	1. Reviews and peruses request letter for Petition of Course	None	5 minutes	Dean
2. Waits for the processing and approval of request	2.1 Prepares and processes Petition Requirements	None	10 minutes	Dean
	2.2 Endorses request letter to the Academic Coordinator		10 minutes	Dean
Total:		None	25 minutes	



6. CONDUCTING FACULTY-STUDENT CONSULTATION

This presents the steps in for student’s consultation with the faculty.

Office or Division:	College of Hospitality Management-CSU-Gonzaga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Consultation Form		Faculty/College Secretary		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Consultation Form and submits to the College Dean	1. Checks the consultation schedule of the faculty member and endorses the student	None	1 minute	Dean
2. Waits for the processing of request	2.1 Accommodates student, provides necessary guidance/action, and submits a report to the College Dean	None	10 minutes	Faculty Member Concerned
	2.2 Review and approves the report and files the completed Consultation Form	None	5 minutes	Dean
Total:		None	16 minutes	



7. SIGNING OF CLEARANCE

This presents the steps in for student’s consultation with the faculty.

<b>Office or Division:</b>		College of Hospitality Management-CSU-Gonzaga		
<b>Classification:</b>		Simple		
<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>	
Clearance Form			Registrar’s Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.1 Secures clearance form from the Office of the Registrar, fills out the necessary information  1.2 Secures signatures of concerned individuals (class and college treasurers, CSC treasurer and class adviser, librarian, accountant, registrar, and OSDW coordinator’s office for college clearance)	1. Checks the completeness of the signatories	None	2 minutes	Dean
2. Waits for the signing of clearance form	2.2 Checks and clears completeness of grades and student’s obligations (e.g. subject requirements)	None	5 minutes	Dean
<b>Total:</b>		None	7 minutes	



# **COLLEGE OF INFORMATION AND COMPUTING SCIENCE**



1. ADMISSION OF NEW STUDENTS

This presents the steps of admission of incoming first year students.

Office or Division:	College of Information and Computing Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
College Admission Test (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 (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 DSWD Certificate of Indigence 2 copies of 2x2 ID picture		Admission Office Last School Attended Last School Attended Local Civil Registry Office/Philippine Statistics Office Local Civil Registry Office/Philippine Statistics Office BIR BIR BIR DSWD DSWD DSWD DSWD DSWD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents two (2) copies of the admission requirements (original copy for the Registrar’s Office and a photocopy for the College) to the admitting faculty.	1.1 Checks for completeness and assesses the admission requirements submitted by the enrollee.	None	3 minutes	College Dean/Admitting Faculty
.	1.2 Search for the name of the new enrollee in list of CAT passers if he/she is qualified to the BSIT program.  1.3 If the new enrollee meets all admission requirements, the College Dean or Admitting Faculty will conduct an interview with the enrollee.	None	7 minutes	College Dean/Admitting Faculty



2. Logs into GBS and confirms his/her profile, then chooses whether to opt-in or opt-out of RA 10931	2.1 Educates the enrollee on the application and terms of the Free Tuition Fee Scheme (RA 10931).	None		
	2.2 Searches for the new enrollee's name in the GBS and enroll him/her in the courses to be taken in the first-year level.	None	6 minutes	College Dean/ Admitting Faculty
3. Logs into GBS with his/her ID and password to see if any courses have already been enrolled for him/her to take.	3. Prints the assessment form and files the original copy of the admission requirements of the enrollee.	None	3 minutes	Registrar
4. Proceeds to the Accounting Office for the validation of enrollment.		None	3 minutes	Enrollee Availing the Free Tuition Fee Scheme
5. Proceeds to the Cashier's Office for payment of enrollment fees, then to the Accounting Office for the validation of enrollment		None	3 minutes	Enrollee Opting Out of the Free Tuition Fee Scheme
6. Proceeds to the Registrar's Office and presents the assessment form, marks the form as ' <i>Officially Enrolled</i> '		None	2 minutes	Enrollee
7. Proceed to the college and hand in a copy of the advising form labeled " <i>Officially Enrolled.</i> "	7. Files the advising Form in the enrollee's records	None	3 minutes	College Dean/Admitting Faculty
<b>Total:</b>		None	30 minutes	



2. ADVISING REGULAR STUDENTS

This procedure presents the steps in advising regular 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>		Regular Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Advising Form		Dean’s Office		
Student Contract on RA10931		Dean’s Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents student’s ID to the Advising Faculty	1.1 Evaluates grades of the regular student using the GBS	None	5 minutes	<i>Advising Faculty</i>
	2.2 Issues Advising Form in duplicate if retention requirements are satisfied		2 minutes	
2. Fills out advising form.	2. Reviews the subjects listed by the student	None	2 minutes	<i>Advising Faculty</i>
3. Waits for the processing of the service.	3. Prints and signs the examination permit.	None	4 minutes	<i>Assessment Officer</i>
4. Submits the Advising Form together with the Student Contract on RA10931 to the College Dean for approval	4. Reviews and signs the Advising Form and Student Contract on RA10931	None	1 minute	<i>Assessment Officer</i>
5. Proceeds to the Registrar’s Office for enrollment	5. Receives the Registrar’s copy of the Advising Form and Student Contract on RA10931 of the regular student	None	3 minutes	<i>Registrar</i>
6.1 Proceeds to the Accounting Office for the printing of Assessment Form and validation of enrollment (for regular student availing the free	6. Receives and marks the Advising Form with “officially enrolled” then file the Registrar’s Copy of the Advising Form	None	1 minute	<i>Registrar</i>



tuition fee scheme)  6.2 Proceeds to the Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees (for regular students opting out of the free tuition fee scheme)  6.3 Proceeds to the Registrar's Office, presents the advising form to be marked as ' <i>officially enrolled</i> '				
7. Proceeds to the Advising Faculty and submits College copy of the Advising Form, Student Contract on RA10931 and copy of the assessment form	7. Files the Advising Form, Student Contract on RA10931 and assessment form	None	1 minute	<i>Advising Faculty</i>
<b>Total:</b>		None	19 minutes	





3. ADVISING IRREGULAR STUDENTS

This procedure presents the steps in advising irregular students.

Office or Division:	College of Information and Computing Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Irregular Students			
Checklist of Requirements		Where to Secure		
Advising Form		Dean’s Office		
Student Contract on RA10931		Dean’s Office		
Certification of Grades		Registrar’s Office		
Assessment Form		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents pertinent documents such as ID, CAT result, Certification of Grades, etc. to the Advising Faculty	1. 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	None	20 minutes	Advising Faculty
2. Receives all pertinent documents from the Advising Faculty and submits the Advising Form together with the duly filled out Student Contract on RA10931 to the College Dean for approval	2. Reviews and signs the Advising Form and the Student Contract on RA10931	None	3 minutes	College Dean
3. Proceeds to the Registrar’s Office for enrollment	3. Receives the Registrar’s copy of the Advising Form and the student contract on RA10931	None	5 minutes	Registrar
4.1 Proceeds to the Accounting Office for the printing of Assessment Form and validation of enrollment (for regular student availing the free tuition fee scheme)	4. Files the Advising Form, Student Contract on RA10931 and assessment form	None	2 minutes	College Dean
4.2 Proceeds to the				



4.3 Accounting Office for the printing of Assessment Form then to the Cashier's Office for payment of enrollment fees (for regular students opting out of the free tuition fee scheme)				
4.4 Proceeds to the Registrar's Office, presents the advising form to be marked as <i>'officially enrolled'</i>				
4.5 Proceeds to the College Dean and submits college copy of the Advising Form, Student Contract on RA10931 and copy of the assessment form				
Total:		None	30 minutes	



4. ADVISING TRANSFEREE STUDENTS

This procedure presents the steps in advising regular students.

Office or Division:	College of Information and Computing Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
CAT result		Admission Office		
Certification of Grades/TOR		Last School Attended		
Honorable Dismissal		Last School Attended		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents relevant documents to the advising faculty, such as the CAT result, Certification of Grades/TOR, Honorable Dismissal, and so on. Submit two sets of files (Original and Xerox). Original Copies are submitted to the Registrar's Office while Xerox Copies are made for the College.	1.1 Examines all pertinent documents, evaluates the Certification of Grades/ TOR in relation to the curriculum, and determines which courses are credited and which courses are to be enrolled.  1.2 Enters the courses to be enrolled in GBS based on the current curriculum.	None	10 minutes	College Dean/Advising Faculty
2.1 Proceeds to the Registrar's Office for him/her to register in the GBS and ask for ID.  2.2 Logs into GBS and confirms the subjects entered for him/her to take during the semester.  2.3 Proceeds to the Registrar's Office for enrollment.	2. Validates the student profile and courses entered into the system before printing the assessment form.	None	3 minutes	Registrar's Office
3. Proceeds to the Accounting Office for the validation of enrollment.	3. Validates the enrolment form.	None	2 minutes	Accounting Office



4. Proceeds to the Registrar's Office, presents the assessment form marked as' <i>Officially Enrolled</i> '	4. Receives the required documents with stamp.	None	4 minutes	Registrar's Office
5. Proceed to the college and hand in a copy of the advising form labeled " <i>Officially Enrolled.</i> "	5. Files the advising Form in the enrollee's records	None	3 minutes	College Dean/Admitting Faculty
Total:		None	30 minutes	



5. STUDENT’S CONSULTATION WITH FACULTY MEMBER

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

Office or Division:	College of Information and Computing Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Consultation Form		Faculty Member		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the faculty member for consultation during the time indicated in the consultation hours of the faculty member	1.1 Accommodates student/s and provides needed guidance, enlightenment or action on the student’s concern/issue  1.2 Indicates the nature of concern/issue of the student in the consultation form  1.3 Signs the Consultation Form and seeks the signature of the College Dean	None	2 Minutes	Faculty Member
2. Agrees to the interventions/ suggestions given by the College Dean	2. Signs the Consultation Form and consolidates issues/concerns of the students during consultation as bases for appropriate interventions needed by students	None	2 Minutes	College Dean
Total:		None	4 minutes	



6. RECTIFYING OF GRADES

This procedure presents the steps in rectifying grades.

<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		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Certification of Grades			Registrar’s Office	
Rectification Letter			Faculty Member	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches the faculty member to verify the grade received.	1. Verifies from the class record the grade given to the student and presents the computation of the grade given.	None	5 minutes	<i>Faculty Member</i>
2. Displays evidence on hand to back up claim.	2.1 Reconciles records & student’s evidence.	None	5 minutes	<i>Faculty Member</i>
	2.2 If found meritorious, the faculty prepare a letter for rectification address to the CEO and attention to the college dean.		10 minutes	
	2.3 Peruses on the evidence of the faculty and student, then signs the rectification letter for approval.		5 minutes	<i>College Dean</i>
	2.4 Submit to the Registrar’s Office the rectification letter and pertinent evidence.		5 minutes	<i>Faculty Member</i>
	2.5 Verifies the evidence and approves the rectification.		5 minutes	<i>Registrar</i>
	2.6 Gives a copy of the approved grade rectification letter to the Registrar’s staff for posting.		1 minute	<i>Faculty Member</i>
	2.7 Posts the rectified		2 minutes	<i>Registrar’s Staff</i>



	final grade of the student.			
	2.8 Give a copy of the approved grade rectification letter to the college dean and student.		1 minute	<i>Faculty Member</i>
	2.9 Files the college copy.		1 minute	<i>College Dean</i>
<b>Total:</b>		None	40 minutes	



7. REQUESTING PETITIONED COURSE

This procedure facilitates the steps in requesting petitioned courses.

<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		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Approved Petition Letter			Dean's Office, CEO' Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Writes a letter requesting to petition the course.	Evaluates the petition of students.  Endorses the request to the campus academic Coordinator.	None	30 Seconds	College Dean
2. Waits for the processing of the service.	Accepts and reviews the endorsement for approval by the Campus Executive Officer.	None	1 minute	Academic Coordinator
3. Waits for the processing of the service.	Accepts and approves the opening of the petition subject.	None	1 minute	Campus Executive Officer
4. Waits for the processing of the service.	Assigns the faculty member to handle the course.	None	1 minute	College Dean
5. Reports to the assigned Faculty	Accepts the petitioned course as a load by affixing a signature from the workload.	None	30 Seconds	Faculty Member
<b>Total:</b>		None	4 minutes	





8. BORROWING AND RETURNING LABORATORY EQUIPMENT AND MATERIALS AND NARRATIVE AND CAPSTONE BOOKS

This procedure facilitates the steps in requesting petitioned courses.

<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		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Borrower's Form			Faculty Room	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Secures a Laboratory Borrower's Slip from the Office.	1.1 Approves the request of borrowing and signs the Borrow and return form.  1.2 Releases the requested equipment or book.	None	12 minutes	Laboratory Custodian or Research coordinator
2.1 Receives and checks requested equipment and materials or book/s  2.2 Returns borrowed materials and equipment or book/s.	2.1 Receives and checks the borrowed equipment and materials.  2.2 Reflects on the Borrower's Slip that borrowed equipment and materials are returned, including the date of return.	None	8 minutes	Laboratory Custodian or Research coordinator
<b>Total:</b>		None	20 minutes	



9. COMPLETION OF INCOMPLETE GRADE

This procedure presents the steps in completing incomplete grades.

<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		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Completion Form Certification of Grades		Registrar's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approaches the faculty member to verify the lack of requirements for the course.	1. Verifies from the class record the grade given to the student and identifies the missing requirements.	None	5 minutes	Faculty Member
2. Submits all lacking requirements.	2. Computes and records the grades of students.	None	15 minutes	Faculty Member
3.1 Get the completion form and pay it to the Cashiers' Office.  3.2 Fill-up a completion to be submitted to the subject teacher.	3.1 Input the grade of students in the form and sign for approval.  3.2 Return the completion form to the student for the signature of the College Dean.	None	3 minutes	Faculty Member
4. Submits the completion to the College Dean for signature.	4. Reviews and signs the completion form.	None	3 minutes	College Dean
5. Submits the completion form to the Registrar's Office.	5.1 Records the new grade of student in GBS.  5.2 Gives the student's copy and the department's copy.	None	3 minutes	Registrar
6. Submits the department's copy to the College Dean.	6. Files the Completion form.	None	1 minute	
<b>Total:</b>		None	30 minutes	



# COLLEGE OF TEACHER EDUCATION



## 1. RECTIFYING GRADES

This procedure is aimed at facilitating the process of rectifying student grades in the College of Teacher Education.

<b>Office or Division:</b>	College of Teacher Education			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All enrolled students with grade discrepancies			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter for Grade Rectification		Concerned Student		
Class Record / Grading Sheet		Subject Instructor/Faculty Office		
Rectification Letter		Subject Instructor/Faculty Office		
Endorsement from the Dean		Dean's Office		
Approval from the Campus Executive Officer (CEO)		CSU-Gonzaga CEO's Office		
Copy of Official Grade		Registrar's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit Letter of Request for Grade Rectification.	1. Receives and verifies the request.	None	10 minutes	Dean
2. Proceed to the concerned instructor.	2. Checks and validates the grade based on class records.	None	20 minutes	Subject Instructor
3. If valid, wait for the grade to be rectified.	3. The instructor writes a Rectification Letter, which is endorsed by the Dean to the CEO for approval through the Registrar, and upon approval, the Registrar updates the student's records in the system.	None	30 minutes	Subject Instructor Dean CEO Registrar
4. Receive confirmation of grade rectification.	4. Issues updated grade record to the student.	None	10 minutes	Registrar
<b>Total:</b>		None	1 hour and 10 minutes	



2. REQUESTING PETITIONED COURSE

This procedure facilitates the steps in requesting petitioned courses.

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<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>	
Approved Petition Letter			Dean's Office, CEO' Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Writes a letter requesting to petition the course.	Evaluates the petition of students.  Endorses the request to the campus academic Coordinator.	None	30 Seconds	College Dean
2. Waits for the processing of the service.	Accepts and reviews the endorsement for approval by the Campus Executive Officer.	None	1 minute	Academic Coordinator
3. Waits for the processing of the service.	Accepts and approves the opening of the petition subject.	None	1 minute	Campus Executive Officer
4. Waits for the processing of the service.	Assigns the faculty member to handle the course.	None	1 minute	College Dean
5. Reports to the assigned Faculty	Accepts the petitioned course as a load by affixing a signature from the workload.	None	30 Seconds	Faculty Member
<b>Total:</b>		None	4 minutes	



### 3. STUDENT CONSULTATION

This procedure is aimed at facilitating student consultation with faculty members in the College of Teacher Education.

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		All students seeking academic consultation or guidance		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Consultation Logbook Entry			Faculty Office	
Consultation Form			Faculty Office	
Complaint/Issue/Concern Form			Dean's Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Log in the consultation logbook.	1. Records the student's consultation request.	None	5 minutes	Faculty Member
2. Proceed to the faculty member.	2. Accommodates the student and provides guidance or necessary action.	None	20 minutes	Faculty Member
3. Fill out the consultation form.	3. Records the discussion, and the Dean follows up on the student's concern or issue; if completely addressed, the Dean indicates the status in the complaint /issue/concern form, and if not, takes appropriate action.	None	5 minutes	Faculty Member Dean
<b>Total:</b>		None	45 minutes	



4. SIGNING OF CLEARANCE

This procedure is aimed at facilitating the signing of student clearance in the College of Teacher Education.

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		All students seeking academic consultation or guidance		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Consultation Logbook Entry			Faculty Office	
Consultation Form			Faculty Office	
Complaint/Issue/Concern Form			Dean’s Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit a clearance form to the College Student Council.	1. Reviews and signs the clearance if there are no pending obligations.	None	10 minutes	Governor, College Student Council
2. Proceed to the Class Adviser.	2. Verifies academic and behavioral records before signing.	None	10 minutes	Class Adviser
3. Proceed to the Dean’s Office.	3. Reviews, signs, and finalizes the clearance.	None	10 minutes	Dean
<b>Total:</b>		None	30 minutes	



5. ADMISSION OF NEW STUDENT

This procedure is aimed at facilitating the admission of new students in the college.

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		New Students		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Consultation Logbook Entry			Faculty Office	
Consultation Form			Faculty Office	
Complaint/Issue/Concern Form			Dean's Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents three copies of the admission requirements to the dean.	1. Checks and assesses the completeness of the admission requirements submitted by the enrollee and issue an advising form to the qualified enrollee.	None	10 minutes	College Dean
2. Present the advising form to the Registrar's Office for enrolment.	2. Enroll and issue the assessment form.	None	30 minutes	Registrar
3. Submit 1 (one) copy of the assessment form and admission requirements.	3. Receives and files the office copy of the admission requirements and assessment form.	None	5 minutes	College Dean
<b>Total:</b>		None	59 minutes	





6. ADVISING REGULAR STUDENTS

This procedure is aimed at facilitating the advising of regular students in the college.

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Regular Students		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Course Prospectus, Advising Form			CTE Faculty	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Report to the Dean's Office for course assessment and pre-enrollment advising.	1. Assesses courses taken by old student and advises courses to enroll on GBS.	None	10 minutes	Dean
2. Log in to GBS and select the opt-in registration.	2. Approves courses for pre-enrollment.	None	5 minutes	Dean
3. Proceed to the Registrar's office for confirmation and releasing of assessment form.	3. Confirms and Releases assessment forms.	None	5 minutes	Registrar's Office
<b>Total:</b>		None	20 minutes	



7. ADVISING IRREGULAR STUDENTS

This procedure is aimed at facilitating the advising of irregular students in the college

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Irregular Students		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Course Prospectus, Advising Form			CTE Faculty	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents all required documents to the Advising Faculty.	1. Reviews documents, evaluates Certification of Grades, and issues the Advising Form indicating courses to enroll.	None	10 minutes	Advising Faculty
2. Submits the Advising Form and duly filled-out Student Contract on RA10931 to the College Dean.	2. Reviews and approves the Advising Form and Student Contract on RA10931.	None	5 minutes	Dean
3. Proceeds to the Registrar’s Office for enrollment.	3. Receives and processes the Advising Form and Student Contract on RA10931.	None	5 minutes	Registrar’s Office
4. Takes the Registrar’s copy of the Advising Form and Student Contract on RA10931 to the Accounting Office.	4. Prints the assessment form and validates enrollment.	None	5 minutes	Registrar’s Office
<b>Total:</b>		None	25 minutes	



8. BORROWING AND RETURNING LABORATORY EQUIPMENT AND MATERIALS

This procedure is aimed at facilitating borrowing and returning laboratory equipment and materials.

<b>Office or Division:</b>		College of Teacher Education		
<b>Classification:</b>		Simple		
<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>	
Laboratory Request Form Laboratory Equipment and Materials Logs Incident Report (if equipment is found broken)			CTE Faculty Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fills out and signs a Laboratory Request Form in triplicate and submits it to the Property Custodian at least 2 hours before use.	1. Receives, checks the request, signs the form, logs the requested items, and prepares the equipment and materials.	None	5 minutes	College Property Custodian
2. Receives and checks the requested equipment and materials.	2. Ensures all requested items are logged and properly issued.	None	5 minutes	College Property Custodian
3. Returns the borrowed equipment and materials after use.	3.1 Receives and inspects the returned items.  3.2 Updates the Laboratory Equipment and Materials Logs with the return date.  3.3 Checks if the equipment is returned in good condition.  3.4 If equipment /materials are found broken, the Tool Room Custodian documents the damage, prepares an incident report, and notifies the College Dean and Supply Office. (if applicable)	None	5 minutes	College Property Custodian
<b>Total:</b>		None	15 minutes	



## **COUNSELING AND CAREER SERVICES**



1. REFERRAL SERVICE

REFERRAL SERVICE refers to the guidance service that entails the assistance of the entire academic community. Students/clients who are deemed to be in need of guidance and counseling assistance are referred to the counselor for help.

If needed, referrals are also made to external consultants deemed experts and with authority handling cases beyond the ability of the counselor to handle.

Office or Division:	Guidance and Counseling Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Members of the academic community, Students			
Checklist of Requirements		Where to Secure		
Referral Form (1 copy)		Guidance and Counseling Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Director/Counselor of the purpose of the visit	1. Talks with the referring party about the referral	none	5 minutes	Guidance Counselor Counseling and Career Office
2. Referred party undergoes the counseling session	2. Conducts counseling	none	1 hour	Guidance Counselor Counseling and Career Office
3. Signs in the Director's/Counselor's Logbook	3. Files the Intake Form	none	1 minute	Guidance Counselor Counseling and Career Office
Total:		none	1 hour and 6 minutes	



2. 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>		Guidance and Counseling Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Enrolled students who are undergoing crisis in life		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Intake Form (1 copy)		Guidance and Counseling Center		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Informs the Guidance Staff of the purpose of the visit	1. Guidance Staff endorses the client to the counselor in-charge	none	5 minutes	<i>Guidance Staff</i> Counseling and Career Office
2. Undergoes the counseling session	2. Conducts counseling	none	1 hour	<i>Guidance Counselor</i> Counseling and Career Office
3. Signs in the Director's/Counselor's Logbook	3. Files the Intake Form	none	1 minute	<i>Guidance Counselor</i> Counseling and Career Office
<b>Total:</b>		none	1 hour and 5 minutes	



3. PSYCHOLOGICAL TESTING

PSYCHOLOGICAL TESTING refers to the service that measure students' personality, mental, and emotional traits and dispositions. It aims to provide a comprehensive understanding of student's characteristics to support their personal and academic development.

<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		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
N/A		N/A		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceeds to the Testing Room or to the designated venue for the psychological test	1. Gives orientation on the test	none	5 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office  <i>Assistant Guidance Staff</i> Counseling and Career Services Office
2. Takes the Psychological Test	2. Administers the Psychological Test	none	1 hour	<i>Guidance Counselor</i> Counseling and Career Services Office  <i>Assistant Guidance Staff</i> Counseling and Career Services Office
3. Evaluates the service rendered and signs in the attendance Sheet	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	none	10 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office  <i>Assistant Guidance Staff</i> Counseling and Career Services Office
Total:		none	1 hour 15 minutes	



4. PSYCHOLOGICAL TEST INTERPRETATION

PSYCHOLOGICAL TEST INTERPRETATION refers to the guidance activity wherein the students who took the psychological test will come to know the result of the test they have taken.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Test Takers			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the Guidance Testing Room or to the designated venue and listens to the interpretation.	1 Conducts the interpretation of the test	none	1 hour	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
2. Clarifies concerns on the result	2 Addresses queries of the students	none	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
3. Evaluates the service rendered and signs in the attendance Sheet	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	none	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
Total:		none	1 hour 20 minutes	





5. ORIENTATION PROGRAM

ORIENTATION PROGRAM is an activity designed to provide new students with a comprehensive introduction to university life, encompassing both curricular and extracurricular activities. This program aims to help students acclimate to their new environment, understand university resources and services, and engage in community-building activities to foster a sense of belongingness and preparedness for their academic journey.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	New students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the designated venue and listens to presentation of the different resource speakers from the different offices	1. Conducts the orientation	none	4 hours	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
2. Evaluates the service rendered and signs in the attendance Sheet	2. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	none	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
Total:		none	4 hours & 10 minutes	



6. GROWTH SESSION

GROWTH SESSION refers to the guidance activity wherein the Counselor helps the students understand themselves better so that they can cope and resolve whatever issues and concerns they will encounter in their lives.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the designated place for the session	1. Assists the students in the session room	none	5 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
2. Participates in the growth session	2. Conducts the growth session	none	1 hour and 30 minutes	Guidance Counselor / Resource Speaker
3. Evaluates the service rendered and signs in the attendance Sheet	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	none	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
Total:		none	1 hour & 45 minutes	



7. INITIAL INTERVIEW

INITIAL INTERVIEW refers to the guidance activity wherein an initial relationship/contact between the Counselor and the student is being established.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	New students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the office for the scheduled Initial Interview	1. Assists the students in filling out the Initial Interview Form.	None	2 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
2. Fills out the Initial Interview Form	2. Guides in filling out the form and interviews the student  Files the accomplished initial interview form	None	15 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
3. Evaluates the service rendered and signs in the attendance Sheet	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	none	10 minutes	Guidance Counselor Counseling and Career Services Office
Total:		None	27 minutes	



8. EXIT INTERVIEW

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

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students who are dropping or transferring			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Counselor of the purpose of the visit	1. Assists the students in filling-out the Exit Interview Form.	None	2 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
2. Fills out the form	2. Guides in filling out the form and interviews the student  Files the accomplished exit interview form	None	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
3. Evaluates the service rendered and signs in the office logbook	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook	none	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
Total:		None	22 minutes	



9. TERMINAL INTERVIEW

TERMINAL INTERVIEW refers to the guidance activity that assesses the over-all stay and experience of the graduating students in the university.

Office or Division:	Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduating students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the office for the terminal interview	1. Provides and instructs the student to fill-out the interview form	None	2 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
2. Fills out the form	2. Guides in filling out the form and interviews the student  Files the accomplished terminal interview form	None	10 minutes	Guidance Counselor Counseling and Career Services Office  Assistant Guidance Staff Counseling and Career Services Office
3. Evaluates the service rendered and signs in the attendance Sheet	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	None	10 minutes	Guidance Counselor Counseling and Career Services Office
Total:		None	22 minutes	



## 10. CAREER/EMPLOYMENT COUNSELING AND PRC ONLINE REGISTRATION ORIENTATION

CAREER/EMPLOYMENT COUNSELING SEMINAR refers to the career guidance activity that provides graduating students with relevant information about job hunting.

PRC ON-LINE REGISTRATION ORIENTATION refers to the career guidance activity that provides the graduating students enrolled in board courses vital information on the preparation of taking the board examination.

<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>		Career/Employment Counseling Seminar: Graduating Students, alumni		
		PRC On-Line Registration Orientation: Students enrolled in board courses		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
N/A		N/A		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceeds to the venue of the seminar/orientation/ job fair	1. Assists the students to the venue of the seminar/orientation/ job fair	None	5 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office  <i>Assistant Guidance Staff</i> Counseling and Career Services Office
2. Participates in the seminar/orientation/ job fair	2. Conducts the seminar/orientation/ job fair	None	7 hours	<i>Guidance Counselor</i> Counseling and Career Services Office  <i>Assistant Guidance Staff</i> Counseling and Career Services Office
3. Evaluates the service rendered and signs in the attendance Sheet	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the attendance sheet.	None	10 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
Total:		None	7 hours & 15 minutes	



## GENERAL SERVICE OFFICE



1. REQUEST FOR SERVICES

Request of the services of the GSO

<b>Office or Division:</b>		General Service Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Business Entity / G2G Government to Government		
<b>Who may Avail:</b>		Students; CSU Employees and, Non-Campus affiliated Agency		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Job Order Request		General Services Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out logbook and submit Job Order Request to GSO	1. Receive, record, and assess request	None	10 minutes	GSO Staff GSO Office
2. Wait for assessment	2. Observe the cause and make immediate repair if necessary	None	1 day	GSO Staff GSO Office
3. Wait for evaluation	3. Check availability of materials needed	None	.5 day	GSO Staff GSO Office
4. Wait for response	4. Prepare Program of Works	None	1 day	GSO Staff GSO Office
5. Wait for approval	5. Prepare Purchase Request if fund is available	None	.5 day	GSO Staff GSO Office
6. If proceeding is necessary despite lack of funds of GSO; Client purchases materials;	6. GSO proceeds with repair	None	.5 day	GSO Staff GSO Office
7. Observe repair process	7. Conduct repair/maintenance	None	1 day	GSO Staff GSO Office
8. Inspect completed work	8. Conduct final inspection	None	10 minutes	GSO Staff GSO Office
9. Sign completion form	9. Collect feedback	None	10 minutes	GSO Staff GSO Office
	<b>Total</b>	None	4.5 days and 40 minutes	





## **HUMAN RESOURCE MANAGEMENT OFFICE**



1. Request for Certificate of Employment & Compensation

Indication of First Day of Service, Position and Designation, compensation of the Employee Concerned

Office or Division:	Administrative /HR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Document Request Form		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Form and Fill up the data needed	1. The personnel in-charge receives the request form and reviews the completeness of requirements.	None	10 minutes	Campus HRMO Campus HR Office
2. Client waits at the waiting area	2. Prepares the Certificate of Employment, signs, and seal the document	None	10 minutes	Campus HRMO Campus HR Office
3. Receiving of the document	3. Releasing of the document	None	3 minutes	Campus HRMO Campus HR Office
Total:		None	23 minutes	



## 2. Processing of Hiring and Promotion

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated

<b>Office or Division:</b>	Administrative /HR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Faculty, Personnel			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Checklist of Requirements from University HR		HR Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Persons Responsible</b>
1. Submit letter of intent with updated Personal Data Sheet and other documentary attachments	1. Receives and evaluate the documents based on the qualification standards	None	1 day	<i>Campus HRMO Campus HR Office</i>
	1.1 Conducts initial screening and administer skills test and psychological tests to qualified applicants	None	.5 day	<i>Campus HRMO Campus HR Office; Head of Office with the vacant position</i>
	1.2 Conducts the panel interview of qualified applicants	None	.5 day	<i>Campus Human Resource Merit Promotion and Selection Boards Committee</i>
	1.3. Submits the summary of results to the University HR Office	None	1 day	<i>Campus HRMO Campus HR Office</i>
	1.4. The University HR Office evaluates the documents submitted and updates the campus	None	7 days	<i>University HR Office</i>



	HRMO if the CSC Appointment is approved			
	2. Inform the applicant that the CSC Appointment is approved and available for acknowledgement	None	5 minutes	<i>Campus HRMO</i> Campus HR Office
2. Receiving of the document to the HR Central Office	2. HR Central Office Releasing of the document	None	1 minute	<i>University HR Office</i>
<b>Total:</b>		None	10 days and 6 minutes	



## LIBRARY OFFICE



1. CIRCULATION – BORROWING OF LIBRARY MATERIALS

This covers the process of lending of library material in the library.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Searches the library material using the Web-OPAC and jots down its corresponding Call Number	1. Assists the client in locating the library material	None	2 minutes	Librarian Library Office
2. Presents the library material together with the Library Identification Card to the Librarian	2. Checks out the library material to the name of the client and prints two (2) copies of transaction receipt utilizing the Library Automated System	None	1 minute	Librarian Library Office
3. Receives the library material and transaction receipt	3. Issues the library material together with a copy of the transaction receipt and files the duly signed copy of the transaction receipt	None	2 minutes	Librarian Library Office
Total:		None	5 minutes	



## 2. CIRCULATION – RETURNING OF LIBRARY MATERIALS

This covers the process of returning of borrowed library material

<b>Office or Division:</b>	Library			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may Avail:</b>	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Library Identification Card		Library		
Transaction Receipt		Library		
Payment Order Form (If overdue)		Library		
Official Receipt (if overdue)		Cashier		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents the borrowed library material to the Librarian	1. Inspects and checks in the library material utilizing the Library Automated System. Verifies the due date of the borrowed library material;  1.1. If overdue, prints the Payment Order Form and instructs the client to pay the overdue fine/penalty to the Cashier	None	2 minutes	<i>Librarian</i> Library Office
2. Pays the computed amount to the Cashier	2. Facilitates the payment process	None	10 minutes	<i>Campus Cashier</i> Cashier's Office
3. Present the Official Receipt and submits the Payment Order Form duly signed by Cashier to the Librarian	3. Clears the overdue penalty from the Automated System and files the Payment Order Form	None	1 minute	<i>Librarian</i> Library Office
<b>Total:</b>		None	13 minutes	



3. INTER-LIBRARY LOAN SERVICES

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

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Identification Card		Any valid Identification Card		
Referral Letter		Referring Institution		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Referral Letter and Identification Card to the Librarian	1. Receives and files the Referral Letter to its corresponding folder	None	1 minute	Librarian Library Office
2. Fills up the Inter-Library Loan Services Log Sheet	2. Assists the client in searching information needs	None	1 minute	Librarian Library Office
Total:		None	2 minutes	





4. INTERNET ACCESS SERVICES

This covers the procedure upon entering the E-library section.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Logs the “Time In” in the attendance record and leaves the Library Identification Card at the Counter	1. Receives the Library Identification Card	None	1 minute	Librarian Library Office
2. Upon Exit: Logs the “Time Out” in the attendance record and claims the Library Identification Card	2. Returns the Library Identification Card	None	1 minute	Librarian Library Office
Total:		None	2 minutes	



5. ISSUANCE OF LIBRARY CARD

This covers the process of issuance of Library Identification Card.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Assessment Form and submits 1x1 ID picture.	1. Verifies the Assessment Form if the Library Identification Card is included or issuance has been made	None	1 minute	Librarian Library Office
2. Fills out the Request for Library Card Form	2. Prepares and encodes student information in the library card template	None	1 day	Librarian Library Office
Signs in the logbook for the issuance of borrower's card	Issues the Library Identification Card  <i>Note: In case of lost, issues a Payment Order and instructs the client to pay P90.00 to the Cashier's Office and presents the Official Receipt to the Librarian. Then Proceed to step 2.</i>	None	1 minute	Librarian Library Office
Total:		None	1 day and 2 minutes	



4. E-LIBRARY PRINTING SERVICES

This covers the process of printing and payment of information or documents researched by the clients.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requests for printing from the Librarian; Affirms the filename of document into the Flash Drive, Email or Messenger to the Librarian	1. Retrieves/ download and prints the document from Flash Drive, Email or Messenger.	None	2 minutes	Librarian Library Office
2. Fills up the Log Sheet for Printing and pays corresponding amount of printing.	2. Receives and verifies the payment for printing services.	None	1 minute	Librarian Library Office
Total:		None	3 minutes	



4. E-LIBRARY PHOTOCOPYING SERVICES

This covers the process of printing and payment of information or documents researched by the clients.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Locates the material on the shelf; Fills up the Photocopying of Materials Log Sheet	1. Seeks assistance from the Librarian, if needed.	None	3 minutes	Librarian Library Office
2. Present the material to the Librarian indicating the page/s to be duplicated.	2. Photocopy the material/s needed.	None	2 minutes	Librarian Library Office
3. Fills up the Log Sheet for Photocopying and pays corresponding amount of photocopying  Returns the book/material in its proper shelf.	3. Receives and verifies the payment for photocopying services.	None	1 minute	Librarian Library Office
Total:		None	6 minutes	



## **OFFICE OF STUDENT DEVELOPMENT AND WELFARE**



# 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		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW – Scholarship -in-charge		
Photocopy of Enrolment/Assessment form (1 copy)		CSU/Registrar’s Office		
Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy)		CSU/Records Office/HR Office		
Photocopy of School ID		CSU/IMC Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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 Office
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 Office
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 Office
<b>Total:</b>		None	25 minutes	



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)

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students in the Undergraduate programs			
Checklist of Requirements		Where to Secure		
Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW – Scholarship -in-charge		
Latest Certification of grades with GWA (1 copy)		CSU/Registrar's Office		
Photocopy of Excellence Award Certificate (first year students only) (1 copy)		CSU/Registrar's Office		
Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Photocopy of School ID (1 copy)		CSU/IMC Office/Registrar's Office		
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. Financial Incentive Program applied for; gives Scholar Data OSDW Form and provides checklist of the documentary requirements	None	5 minutes	OSDW Staff OSDW Office
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 Office
3. Waits until the financial documentary requirements have been processed	3.1 Prepares Payroll and Disbursement Voucher	None	3 days	OSDW Coordinator /OSDW Staff OSDW Office
	3.2 Signs the payroll and disbursement voucher	None	15 minutes	OSDW Coordinator OSDW Office
	3.3 Forwards payroll, disbursement voucher, and the documentary	None	15 minutes	OSDW Coordinator /OSDW Staff OSDW Office



	requirements of students to the Budget Office			
	3.4 Obligates the amount in the payroll and forwards to OSDW	None	1 day	<i>Budget Office Staff</i> Budget Office
	3.5 Receives the Obligation Request	None	2 minutes	<i>OSDW Staff</i> OSDW Office
	3.6 Signs the Obligation Request	None	2 minutes	<i>OSDW Coordinator</i> OSDW Office
	3.7 Forwards the signed Obligation Request to the Budget Office	None	5 minutes	<i>OSDW Staff</i> OSDW 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	<i>OSDW Coordinator/</i> <i>OSDW Staff</i> OSDW Office
<b>Total:</b>		None	3 days, 1 hour and 29 minutes	





### 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			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
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		
Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Colored Photocopy of School ID (1 copy)		CSU/IMC Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	10 minutes	OSDW Coordinator/ OSDW Staff OSDW
2. Submits documentary requirements	2. Receives and checks the completeness/ correctness of documents submitted	None	15 minutes	OSDW Coordinator/ OSDW Staff OSDW
3. Waits until the financial documentary requirements have been processed	3.1. Prepares Disbursement voucher per grantee	None	5 minutes	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 OSDW	None		Budget Office Staff Budget Office
	3.5. Receives the Obligation Request	None	2 minutes	OSDW Staff OSDW



	3.6. Signs the Obligation Request	None	2 minutes	OSDW Coordinator OSDW
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	OSDW Staff OSDW
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
Total:		None	3 days, 1 hour and 14 minutes	



#### 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			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Student Mutual Aid Fund Form (1 copy)		CSU-OSDW		
Photocopy of Enrolment/Assessment Form (1 copy)		CSU-Registrar's Office		
Incident Report/Medical Abstract (for Medical assistance) 1 (copy)		PNP/Hospital		
Medical certificate (1 copy)		Hospital/Clinic		
Official receipts (for Medical assistance)				
Death Certificate (for death claim) (1 copy)		PSA		
Photocopy of Birth Certificate (for death claim) (1 copy)		PSA		
Marriage Certificate (if deceased student is married) (1 copy)		PSA		
Special Power of Attorney of the legal guardian of the deceased student (1 copy)		Legal Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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		5 minutes	OSDW



	SMAP Form to the University Clinic for assessment and signature			Central Staff OSDW
	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	5minutes	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>		None	1 hour and 21 minutes	



5. ISSUANCE OF CERTIFICATION

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

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	current and graduated students			
Checklist of Requirements		Where to Secure		
A. For Accreditation				
Request Form for certification (1 copy)		CSU/OSDW		
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
		None		
2. Fills out the Request Form	2.1. Receives the accomplished Request Form	None	2 minutes	OSDW Coordinator/ OSDW Staff OSDW
	2.2. 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
	3.2. Files the accomplished request form	None	2 minutes	OSDW Staff OSDW
Total:		None	20 minutes	



## REGISTRAR'S OFFICE



# 1. ENROLLMENT OF FRESHMEN

This process is for the new or incoming first year students that involve several steps, including submitting applications, providing required documents, selecting courses, and obtaining official enrollment status.

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Incoming first year students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Admission Test Result - original copy		Admissions Office - CSU		
PSA Birth Certificate-1 original or authenticated copy		Philippine Statistics Authority (PSA)		
Form 138/ Senior High school Card -1 original copy		Senior High School last attended		
Good Moral Certificate – original copy		Good Moral Certificate – original copy		
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) - original copy		Download from CSU website: <a href="https://www.csu.edu.ph/docs/studentprofile_form.pdf">https://www.csu.edu.ph/docs/studentprofile_form.pdf</a>		
Advising Certificate/ Form - 1 original copy		Admitting College/ Department - CSU		
Marriage certificate (if married) - original or authenticated copy		Philippine Statistics Authority (PSA)		
Long brown envelope				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present requirements to the Registrar/ Registrar's Staff	1. Verifies the completeness of the required documents	None	2 minutes	<i>Campus Registrar / Registrar's staff</i> Registrar's Office
2. Present requirements to the Registrar/ Registrar's Staff	2. Enter student data in the system and instruct the students to proceed to the College Dean for interview and advising.	None	5 minutes	<i>Campus Registrar / Registrar's staff</i> Registrar's Office
3. The client submits the document request form and requirements to the Registrar's Staff window.	3. Confirms enrollment and print assessment form with a stamped mark "ENROLLED"	None	5 minutes	<i>Campus Registrar / Registrar's staff</i> Registrar's Office
4. Student receives the assessment form and signs in the record logbook	4. Releases the assessment form.	None	2 minutes	<i>Campus Registrar's staff</i> Registrar's Office
<b>Total:</b>			14 minutes	



2. ENROLLMENT OF CONTINUING STUDENTS

This process is for the new or incoming first year students that involve several steps, including submitting applications, providing required documents, selecting courses, and obtaining official enrollment status.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Old students			
Checklist of Requirements		Where to Secure		
N/A		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Pre-enroll in the online system	1. Checks the status of student's enrollment in the online system	None	2 minutes	Campus Registrar / Registrar's staff Registrar's Office
2. Pre-enroll in the online system	2. Confirms enrollment and print assessment form with a stamped mark "ENROLLED"	None	5 minutes	Campus Registrar / Registrar's staff Registrar's Office
3. Student receives the assessment form and signs in the record logbook	3. Releases the assessment form	None	2 minutes	Campus Registrar / Registrar's staff Registrar's Office
Total:			9 minutes	





### 3. ENROLLMENT OF TRANSFEREE

The process by which students transfer from one educational institution to Cagayan State University to continue their studies. It includes submitting transfer credentials, crediting of subjects, undergoing evaluation, and completing enrollment requirements

<b>Office or Division:</b>	Registrar's 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>		
Admission Test Result - original copy		Admissions Office - CSU		
PSA Birth Certificate-1 original or authenticated copy		Philippine Statistics Authority (PSA)		
Official Transcript of Records / Honorable Dismissal w/ Certificate of Grades from the school of origin – original copy		College previously attended		
Good Moral Certificate – original copy		PSA		
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) - original copy		Download from CSU website: <a href="https://www.csu.edu.ph/docs/studentprofile_form.pdf">https://www.csu.edu.ph/docs/studentprofile_form.pdf</a>		
Advising Certificate/ Form - 1 original copy		Admitting College/ Department - CSU		
Marriage certificate (if married) - original or authenticated copy		Philippine Statistics Authority (PSA)		
Long brown envelope				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present requirements to the Registrar/ Registrar's Staff	1. Verifies the completeness of the required documents	None	2 minutes	<i>Campus Registrar / Registrar's staff</i> Registrar's Office
2. Present requirements to the Registrar/ Registrar's Staff	2. Enter student data in the system and instruct the students to proceed to the College Dean for interview and advising.	None	5 minutes	<i>Campus Registrar / Registrar's staff</i> Registrar's Office
3. The client submits the document request form and requirements to the Registrar's Staff window.	3. Confirms enrollment and print assessment form with a stamped mark "ENROLLED"	None	5 minutes	<i>Campus Registrar / Registrar's staff</i> Registrar's Office
4. Student receives the assessment form and signs in the record logbook	4. Releases the assessment form.	None	2 minutes	<i>Registrar's staff</i> Registrar's Office
<b>Total:</b>			14 mins	



4. FIRST ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

Refers to the initial release or provision of an official document that contains a comprehensive record of a student’s academic achievements and coursework completed at a particular educational institution.

Office or Division:	Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	CSU Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar’s Office		
Accomplished Terminal Clearance		Registrar’s Office		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		CSU Graduates		
Official Receipt		Cashier’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client secures and accomplishes the Document request form (DRF) and Pays OTR fee at the Cashier’s Office.	1. Issues DRF and instructs client to proceed to the Cashier’s Office for payment of OTR fee.	Php 100.00 per page	3 minutes	Registrar’s staff Registrar’s Office
2. The client submits the document request form and requirements to the Registrar’s Staff window.	2. Receives the complete requirements and Prepares the OTR	None	1 minute	Registrar’s staff Registrar’s Office
3. The client submits the document request form and requirements to the Registrar’s Staff window.	3. Review and sign the Official Transcript of Records	None	3 days	Campus Registrar Registrar’s Office
4. Client receives the Official Transcript of Records (OTR) with dry seal and signs in the record logbook	4. Releases the Official Transcript of Records (OTR) with a dry seal.	None	2 minutes	Registrar’s staff Registrar’s Office
Total:		Php 100.00 per page	3 days and 6 minutes	



5. RE-ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

The process of issuing a second or duplicate copy of an official document containing a student’s academic record after graduation

Office or Division:	Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	CSU Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar’s Office		
Valid I.D.		Government issued I.D.		
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)				
Official Receipt		Cashier’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client secures and accomplishes the Document request form (DRF) and Pays OTR fee at the Cashier’s Office.	1. Issues DRF and instructs client to proceed to the Cashier’s Office for payment of OTR fee.	Php 100.00 per page	3 minutes	Registrar’s staff Registrar’s Office
2. The client submits the document request form and requirements to the Registrar’s Staff window.	2. Receives the complete requirements and Prepares the OTR	None	10 minutes	Registrar’s staff Registrar’s Office
3. The client submits the document request form and requirements to the Registrar’s Staff window.	3. Review and sign the Official Transcript of Records	None	2 minutes	Campus Registrar Registrar’s Office
4. Client receives the Official Transcript of Records (OTR) with dry seal and signs in the record logbook	4. Releases the Official Transcript of Records (OTR) with a dry seal.	None	2 minutes	Registrar’s staff Registrar’s Office
Total:		Php 100.00 per page	17 minutes	



6. ISSUANCE OF CERTIFICATIONS

Procedures for the issuance of Certificate of Grades, Certificate of Enrollment, Certificate of Graduation, Certificate of General Weighted Average, and Certificate of English as Medium of Instruction.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	CSU Graduates/ Students			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Valid I.D.		Government issued I.D.		
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)				
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client secures and accomplishes the Document request form (DRF) And Pay Certification fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of Certification fee.	<b>Certifications</b> : Grades: 30.00; Enrollment: 30.00; Graduation: 120.00; GWA: 120.00 English as Medium of Instruction: 30.00	3 minutes	<i>Registrar's Staff</i> Registrar's Office
2. The client submits the document request form and requirements to the Registrar's Staff window.	2. Receives the complete requirements	None	1 minute	<i>Registrar's Staff</i> Registrar's Office
3. The client submits the document request form and requirements to the Registrar's Staff window.	3. Prepares the Certification.	None	5 minutes	<i>Registrar's Staff</i> Registrar's Office



4. The client submits the document request form and requirements to the Registrar's Staff window	4. Review and sign the Official Transcript of Records	None	2 minutes	Campus Registrar Registrar's Office
5. Receives the requested certification with dry seal and signs the record logbook.	5. Releases the Certification.	None	2 minutes	Registrar's Staff Registrar's Office
Total:		Grades: 30.00; Enrollment: 30.00; Graduation: 120.00; GWA: 120.00 English as Medium of Instruction: 30.00	13 minutes	



## 7. ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERIFICATION (CAV)

The process of confirming the authenticity, accuracy, and completeness of a student's academic records and credentials. This document is commonly required for Board Examinations, or by Department of Foreign Affairs (DFA) for overseas travel, and/or employment of the graduates.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	CSU Graduates			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Document Request Form (DRF)		Registrar's Office		
Valid I.D.		Government issued I.D.		
Photocopy of TOR and Diploma				
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)				
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>
The client secures and accomplishes the Document request form (DRF) And Pay CAV fee at the Cashier's Office.	Issues DRF and instructs client to proceed to the Cashier's Office for payment of CAV fee.	160 per set	3 minutes	<i>Registrar's Staff</i> Registrar's Office
The client submits the document request form and requirements to the Registrar's Staff window.	Receives the complete requirements and verify the authenticity of the documents.	None	5 minutes	<i>Registrar's Staff</i> Registrar's Office
The client submits the document request form and requirements to the Registrar's Staff window.	Prepare the requested document and authenticate the photocopies of Diploma and OTR	None	10 minutes	<i>Registrar's Staff</i> Registrar's Office
The client submits the document request form and requirements to the Registrar's Staff window.	Review and sign the requested documents	None	2 minutes	<i>Campus Registrar</i> Registrar's Office
The client receives the requested certification with dry seal and	Releases the requested certification w/ duly authenticated	None	2 minutes	<i>Registrar's Staff</i> Registrar's Office



signs the record logbook.	documents.			
Total:		P160 per set	22 minutes	



## 8. RE-ISSUANCE OF DIPLOMA

Refers to the process of issuing a duplicate copy of the diploma that has been previously awarded to a student. This may be necessary if the original diploma is lost, damaged, or requires updates or corrections.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	CSU Graduates			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Document Request Form (DRF)		Registrar's Office		
Notarized Affidavit of Loss – original copy		Notary Public		
Valid I.D.		Government issued I.D.		
Photocopy of TOR and Diploma				
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)				
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>
1. The client secures and accomplishes the Document request form (DRF) And Pay Diploma fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of Diploma fee.	Php 300.00	3 minutes	<i>Registrar's Staff</i> Registrar's Office
2. The client submits the document request form and requirements to the Registrar's Staff window.	2. Receives the requirements and instructs clients on the scheduled date of release of document.	None	2 minutes	<i>Registrar's Staff</i> Registrar's Office
3. The client submits the document request form and requirements to the Registrar's Staff window.	3. Provides claim stub	None	1 minute	<i>Registrar's Staff</i> Registrar's Office
4. The client submits the document request form and requirements to the Registrar's Staff window.	4. Prepares the Diploma and it be signed by the University officials. Contact/informs the client on the availability of the Diploma.	None	7 days	<i>Registrar, CEO, University</i> <i>Registrar, University</i> <i>President</i>
5. The client receives the requested certification with dry seal and signs the record logbook.	5. Releases the requested Diploma.	None	2 minutes	<i>Registrar's Staff</i> Registrar's Office





	<b>Total:</b>	Php 300.00 per re- issuance	7 days and 8 minutes	
--	---------------	--------------------------------------	-------------------------	--



9. ADDING/CANCELLING/DROPPING OF SUBJECTS

Subjects can be added, cancelled and dropped within one (1) week from the first day of class provided it's approved by the college dean

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Student I.D.				
Adding/Dropping/Cancelling form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client secures and accomplishes the Document request form (DRF) And Pay Adding/ Dropping/ Cancelling form fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of Adding/ Dropping/ Cancelling form	Php 20.00	3 minutes	Registrar's Staff Registrar's Office
2. The client submits the document request form and requirements to the Registrar's Staff window.	2. Receives the complete requirements and release Adding/ Dropping/ Cancelling form	None	2 minutes	Registrar's Staff Registrar's Office
3. Submits the accomplished adding, cancelling and dropping of subjects form.	3. Receives and verifies the document for approval by the registrar.  IF Approved: Updates the record in the system	None	10 minutes	Campus Registrar Registrar's Office
Total:		Php 20.00	15 minutes	



10. COMPLETION OF GRADES

Refers to the process of resolving and finalizing grades that have been marked as “incomplete” for a particular student. An “incomplete” grade is typically assigned when a student has not completed all the required coursework or assessments by the end of the academic term or course. The INC must be completed within 1 year of its accumulation.

Office or Division:	Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar’s Office		
Student I.D.				
Completion form		Registrar’s Office		
Official Receipt		Cashier’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client secures and accomplishes the Document request form (DRF) And Pay Completion form fee at the Cashier’s Office.	1. Issues DRF and instructs client to proceed to the Cashier’s Office for payment of Completion form	Php 20.00	3 minutes	Registrar’s Staff Registrar’s Office
2. The client submits the document request form and requirements to the Registrar’s Staff window.	2. Receives the complete requirements and release Completion form	None	2 minutes	Registrar’s Staff Registrar’s Office
3. Submits the accomplished Completion form signed by the professor and College Dean	3. Reviews, approves and signs all 3 copies of the Updates the academic record of the student in the system.	None	10 minutes	Campus Registrar Registrar’s Office
4. Receives the two (2) copies of the approved completion form.	4. Releases the approved completion form. Instructs the client to submit 1 copy to the College Dean.	None	3 minutes	Registrar’s Staff Registrar’s Office



	<b>Total:</b>	Php 20.00 per incomplete grade	18 minutes	
--	---------------	--------------------------------	------------	--



11. ISSUANCE OF HONORABLE DISMISSAL (TRANSFER CREDENTIALS)

Refers to the process of providing a formal document to a student who is leaving or withdrawing from the University in good standing. This document, known as an “honorable dismissal” serves as official confirmation that the student has voluntarily withdrawn from the institution and is eligible to transfer to another school or pursue other educational opportunities without any negative repercussions.

<b>Office or Division:</b>		Registrar’s Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Officially Enrolled Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Document Request Form (DRF)		Registrar’s Office		
Student I.D.				
Form 137A / OTR (for transferee) – original copy		Senior High School last attended		
Accomplished Terminal Clearance		Registrar’s Office		
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing a signature (if applicable)				
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>
1. The client secures and accomplishes the Document request form (DRF) and proceeds to the Cashier’s Office for payment.	1. Issues DRF and instructs clients to proceed to the Cashier’s Office for payment.	60.00 HD with Cert. of grades  100.00 per page of OTR	3 minutes	<i>Registrar’s Staff</i> Registrar’s Office
2. The client submits the document request form and requirements to the Registrar’s Staff window.	2. Verifies and reviews academic record of the student in the system and prepares the Transfer Credentials, inclusive of: 1. Honorable Dismissal (HD) with return slip Certification of Grades	None	15 minutes	<i>Registrar’s Staff</i> Registrar’s Office



3. Receives Transfer Credentials and signs the record log book.	3. Releases the Transfer Credentials and Certificate of Grades.	None	2 minutes	
<b>TOTAL:</b>		Php 60.00 HD with Cert. of grades  100.00 per page of OTR	20 minutes	



## SUPPLY OFFICE



1. PROCUREMENT

Acquisition of supplies, materials and equipment

Office or Division:	Supply			
Classification:	Simple			
Type of Transaction:	Government to Business Entity G2G – Government to Government			
Who may Avail:				
Checklist of Requirements		Where to Secure		
Purchase Request		Supply office		
Abstract of Quotation		Bids and Awards Committee		
Purchase Order		Supply Office		
Inspection and Acceptance Report		Supply Office		
Requisition and Issuance of Supplies, Materials, Property Acknowledgement Report Inventory Custodian Slip		Supply Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for PR Control Number	1. Receives approved Purchase Request (PR) (earmarked by the Budget Officer). Provide Purchase Request control number and forward the same to Bids and Awards Committee Office or End-User	None	5 Minutes	Supply Officer, Administrative Aide
2. Submit the signed Abstract of Quotation, Earmarked and Approved Purchase Request	2.1 Receives and reviews the signed Abstract of Quotation	None	5 Minutes	Supply Officer, Administrative Aide
	2.2 Prepares Purchase Order/Job Order Request, Inspection and Acceptance Report and assign control number.	None	30 Minutes	Administrative Aide, Supply Officer
	2.3 Forwards the Purchase Order/Job Order CEO and Accounting Office for Approval	None	30 Minutes	Administrative Aide
	2.4 Receives Purchase Order from Accounting Office.	None	5 Minutes	Administrative Aide
	2.5 Serves approved Purchase Order/Job Order to suppliers.	None	1 Day	Administrative Aide, Supply Officer





3. Receives Supplies, Materials and Equipment	3.1 Accepts and Inspect Supplies, Materials and Equipment.	None	30 Minutes	<i>Inspector</i>
	3.2 Signs the Inspection and Acceptance Report.	None	5 Minutes	<i>Inspector, Supply Officer</i>
	3.3 Receives the inspected delivered item.	None	5 Minutes	<i>Supply Officer, Administrative Aide</i>
4. Issuance of Supplies, Property and Acknowledgement Receipt or Inventory Custodian Slip	4. Issues Supplies, Materials and Equipment to end-user	None	5 Minutes	<i>Supply Officer, Administrative Aide</i>
<b>Total:</b>		None	1 day and 2 hours	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Clients may complete our Feedback Form or Complaint Form available in the frontline offices and put it in the drop box at the place near the Feedback and Complaint Form of the Office
How the feedback is processed	<ol style="list-style-type: none"><li>1. For every transaction, clients will be provided with a Feedback and Complaints Mechanism Form to express their concerns, complaints, or suggestions. Clients are encouraged to complete the form and submit it after their transaction is finished.</li><li>2. The designated CSM Focal Person will collect the completed Feedback and Complaints Mechanism Forms from clients. These collected forms will then be submitted to the Campus ARTA Point Person for processing and documentation.</li><li>3. The Campus ARTA Point Person of each campus will consolidate all the feedback and complaints received. The Campus ARTA Point Person will then submit the consolidated report to the University ARTA Office for official filing and any necessary action.</li></ol>
How to file a complaint	Complaints may be made through the complaint form available in the frontline offices and put in the drop box at the place near the Feedback and Complaint Form of the Office
How the complaints are processed	Complaints are verified and immediate solution/s shall be offered and executed.
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 0928-690-4080 • 0969-257-7242 • 1-2782 local 1040 - 1049 PCC: 8888 CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> , 0908-881-6565 (SMS)



## List of Offices

Office	Address	Contact Information
Accounting Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	acctg.gonzaga@csu.edu.ph
Admission Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	admission.gonzaga@csu.edu.ph
Bids and Awards Committee	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	bacoffice.gonzaga@csu.edu.ph
Cashier's Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	cashier.gonzaga@csu.edu.ph
Clinic	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	clinic.gonzaga@csu.edu.ph
College of Agriculture	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	ca.gonzaga@csu.edu.ph
College of Business, Entrepreneurship, and Accountancy	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	cbea.gonzaga@csu.edu.ph
College of Criminal Justice Education	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	ccjeaccredgonzaga@csu.edu.ph
College of Hospitality Management	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	chm.gonzaga@csu.edu.ph
College of Information and Computing Sciences	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	cics.gonzaga@csu.edu.ph
College of Teacher Education	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	cted.gonzaga@csu.edu.ph
Counseling and Career Services Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	ccs.gonzaga@csu.edu.ph
General Services Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	csug.gso@csu.edu.ph
Human Resource Management Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	hrdgonzaga@csu.edu.ph
Library Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	library.gonzaga@csu.edu.ph
Office of Student Development and Welfare	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	osdw.gonzaga@csu.edu.ph
Registrar's Office	CSU Gonzaga Campus,	registrar.gonzaga@csu.edu.ph



	Flourishing, Gonzaga, Cagayan	
Supply Office	CSU Gonzaga Campus, Flourishing, Gonzaga, Cagayan	supplyoffice.gonzaga@csu.edu.ph