



**ROMBLON STATE UNIVERSITY**

**CITIZEN'S CHARTER**

2026 (First Edition)



## **I. Mandate:**

Provision of Higher Education Services in accordance with the legal bases of the establishment of Romblon State University (Batas Pambansa Blg. 393 and Republic Act No. 9721). The university shall primarily provide and offer advanced education, higher technological, professional instruction and training in relevant fields of study. It also promotes research and extension services, and provides progressive leadership in various areas of specialization.

## **II. Vision:**

A research-based academic institution committed to excellence and service in nurturing a globally competitive workforce towards sustainable development.

## **III. Mission:**

Romblon State University shall nurture an academic environment that provides advanced education, higher technological and professional instruction, and technical expertise in agriculture and fisheries, forestry, engineering and technology, education, humanities, sciences, and other relevant fields of study and collaborate with other institutions and communities through responsive, relevant, and research- based extension services.

## **IV. Service Pledge:**

We, the Officials, Faculty and Non-Teaching Personnel of the Romblon State University in adherence to our Vision, Mission, Quality Policy, Quality Objectives, and Core Values are committed to provide quality services with the highest degree of professionalism to our clients and stakeholders.

We commit to pursue:

1. Relevant and quality tertiary education to help achieve sustainable development goals;
2. Higher education research and extension which aims to promote economic productivity and improve the lives of people;
3. Increased community engagement initiatives and active partnership with stakeholders for the common good;
4. Effective and efficient management of resources for honorable and excellent provision of services; and
5. Provide prompt, accurate, and courteous service, offer feedback mechanism, and prioritize client satisfaction towards continual improvement of our processes.



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## 1. Request to Allow Students to Enter the Campus Wearing Unprescribed Dress

Provision of Public Assistance and Security Office and Romblon State University Main Campus

| Office or Division:  | Public Assistance and Security Office   |                 |                  |   |
|--|---|-----------------|------------------|---|
| Classification:  | Simple  |                 |                  |   |
| Type of Transaction:   | Government to Citizen   |                 |                  |   |
| Who may Avail:   | RSU Students  |                 |                  |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |                 |                  |   |
| Letter approved by the Dean and Office of Student Affairs and Services                             | Dean of College and Office of Student Affairs and Services  |                 |                  |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE  |
| 1. Submit an approved request letter by the Office of the Student Affairs and Services             | 1. Check and receive the approved request letter  | None            | 2 minutes        | Vince Rosales (PASO Staff)<br>Paso Personnel  |
| 2. Furnish a copy of the approved request letter by the Office of the Student Affairs and Services | 2. Receive and file the furnished copy. Disseminate to the Security Personnel for strict monitoring | None            | 4 minutes        | Vince Rosales (PASO Staff)<br>For. Edgar V. Andalecio (PASO Director)<br>PASO Personnel |
| 3. Fill out the customer's feedback form   | 3. Receive the feedback form  | None            | 3 minutes        | Vince Rosales (PASO Staff)  |
| <b>TOTAL</b>   |   | <b>None</b>     | <b>9 minutes</b> |   |

## 2. Entering Visitors Who Will Use a Facility of the University

Provision of Public Assistance and Security Office and Romblon State University Main Campus

| Office or Division:   | Public Assistance and Security Office   |                 |                 |   |
|---|---|-----------------|-----------------|---|
| Classification:   | Simple  |                 |                 |   |
| Type of Transaction:  | Government to Citizen   |                 |                 |   |
| Who may Avail:  | RSU Students, Employees, and Visitors   |                 |                 |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                 |                 |   |
| Letter and Application form approved by the Business Affairs and Income Generating Office   | Letter and Application form approved by the Business Affairs and Income Generating Office |                 |                 |   |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
| 1. Submit an approved request letter by the Business and Income Generating Office Director to the Public Assistance and Security Office | 1. Check and receive the approved letter  | None            | 2 minutes       | Vince Rosales (PASO Staff)<br>For. Edgar V. Andalecio (PASO Director) |
| 2. Sign the letter to the Director of PASO to allow the participants of the event to enter the campus.                                  | 2. Check and approve the request letter   | None            | 3 minutes       | For. Edgar V. Andalecio (PASO Director)                               |



|   |  |             |                   |                            |
|---|--|-------------|-------------------|----------------------------|
| 3. Furnish a copy of the approved letter from the BAIGO Director to the Public Assistance and Security Office staff | 3. Receive and file the furnished copy. Disseminate to the Security Personnel for strict monitoring and compliance | None        | 4 minutes         | Vince Rosales (PASO Staff) |
| 4. Fill out the customer's feedback form  | 4. Receive the feedback form   | None        | 3 minutes         | Vince Rosales (PASO Staff) |
| <b>TOTAL</b>  |  | <b>None</b> | <b>12 minutes</b> |                            |

### 3. Request to Enter the Romblon State University Campus for Practice

Provision of Public Assistance and Security Office and Romblon State University Main Campus

|                      |                                       |
|----------------------|---------------------------------------|
| Office or Division:  | Public Assistance and Security Office |
| Classification:      | Simple                                |
| Type of Transaction: | Government to Citizen                 |
| Who may Avail:       | RSU Students                          |

|  |   |
|--|---|
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>                                      |
| Request letter approved by the Dean and Office of the Student Affairs and Services | College Dean and Office of the Student Affairs and Services |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE  |
|---|--|-----------------|------------------|---|
| 1. Submit an approved request letter from any concerned office/unit and OSAS Director | 1. Check and receive the approved letter   | None            | 2 minutes        | Vince Rosales (PASO Staff)<br>For. Edgar V. Andalecio (PASO Director) |
| 2. Furnish a copy of the approved request letter                                      | 2. Receive and file the furnished copy.<br>2.1 Disseminate to the Security Personnel for strict monitoring | None            | 4 minutes        | Vince Rosales (PASO Staff)  |
| 3. Fill out the customer's feedback form  | 3. Receive the feedback form   | None            | 3 minutes        | Vince Rosales (PASO Staff)  |
| <b>TOTAL</b>  |  | <b>None</b>     | <b>9 minutes</b> |   |

### 4. Visitor's Slip

Provision of Public Assistance and Security Office and Romblon State University Main Campus

|                      |   |
|----------------------|---|
| Office or Division:  | Public Assistance and Security Office   |
| Classification:      | Simple                                  |
| Type of Transaction: | Government to Citizen                   |
| Who may Avail:       | Visitors (non-student and non-employee) |

|                                  |                          |
|----------------------------------|--------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>   |
| Visitor's Slip                   | PASO Duty Security Guard |

| CLIENT STEPS                                       | AGENCY ACTION                     | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|-----------------------------------|-----------------|-----------------|--------------------|
| 1. Fill out the Visitor's slip                     | 1. Check the Visitor's slip       | None            | 2 minutes       | Security Personnel |
| 2. Present an Identification card for verification | 2. Verify the Identification card | None            | 1 minute        | Security Personnel |



|  |   |             |                  |  |
|--|---|-------------|------------------|--|
| 2.1 Get a Visitor's ID in exchange of your valid ID      | 2.1 Give the visitor a copy of Visitor's ID in exchange of their valid ID |             |                  |  |
| 3.1 Return the Visitor's ID                              | 3.1 Return the Valid ID in exchange of the Visitor's ID                   |             |                  |  |
| 3.2 Claim your valid ID to the guard on duty before exit |   |             |                  |  |
| <b>Total</b>   |   | <b>None</b> | <b>4 minutes</b> |  |

### 5. Request for Security Assistance During Programs

Provision of Public Assistance and Security Office and Romblon State University Main Campus

|  |   |
|--|---|
| Office or Division:  | Public Assistance and Security Office           |
| Classification:  | Simple  |
| Type of Transaction:   | Government to Citizen                           |
| Who may Avail:   | Clients (Students, Employees, and Stakeholders) |
| <b>CHECKLIST OF REQUIREMENTS</b>                               | <b>WHERE TO SECURE</b>                          |
| Request letter authorized/noted by the Dean/Unit Head/Director | Dean/Unit Head/Director                         |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
|--|--|-----------------|-------------------|--|
| 1. Submit a request letter that has been approved/noted by the Director, Unit Head, or Dean. Indicate the event's inclusive time and date. | 1. Check, receive, and approve the request letter  | None            | 3 minutes         | Vince Rosales (PASO Staff)<br>For. Edgar V. Andalecio (PASO Director)                            |
| 2. Furnish a copy of the request letter  | 2. File the furnished copy. Disseminate to the Security Personnel for strict monitoring and compliance | None            | 4 minutes         | For. Edgar V. Andalecio (PASO Director)<br>Vince Rosales (PASO Staff)<br>PASO Security Personnel |
| 3. Fill out the customer's feedback form   | 3. Receive the feedback form   | None            | 3 minutes         | Vince Rosales (PASO Staff)   |
| <b>TOTAL</b>   |  | <b>None</b>     | <b>10 minutes</b> |  |

### 6. Vehicle Gate Pass Registration

Provision of Public Assistance and Security Office and Romblon State University Main Campus

|   |  |
|---|--|
| Office or Division:                           | Public Assistance and Security Office                                      |
| Classification:                               | Simple   |
| Type of Transaction:                          | G2C – Government to Citizens   |
| Who may Avail:                                | RSU Officials, Employees, Students, Residents, and Public Utility Vehicles |
| <b>CHECKLIST OF REQUIREMENTS</b>              | <b>WHERE TO SECURE</b>   |
| Filled up Vehicle Gate Pass Registration Form | Public Assistance and Security Office                                      |



| CHECKLIST OF REQUIREMENTS  |                                    | WHERE TO SECURE             |                 |   |
|--|------------------------------------|-----------------------------|-----------------|---|
| Updated LTO Issued OR/CR   |                                    | Driver/Owner of the Vehicle |                 |   |
| Updated LTO Driver's License   |                                    | Driver/Owner of the Vehicle |                 |   |
| Official Receipt of RSU Cashier  |                                    | Cashier Office              |                 |   |
| CLIENT STEPS   | AGENCY ACTION                      | FEES TO BE PAID             | PROCESSING TIME | PERSON RESPONSIBLE  |
| <p>1.1 Submit a Photocopy of Valid Certificate of Registration (CR) and the Official Receipt (OR) of the vehicle/s in the name of the applicant.</p> <p>1.2 Those with newly purchased or second-hand vehicles waiting for the Land Transportation Office to release their OR/CR may submit a Certificate Purchase/Ownership from the motorcycle/car dealer or the Deed of Sale from the vendor in the name of applicant.</p> <p>1.3 Notarized Deed of Sale or company certification if the vehicle is not registered to the applicant. The company certificate must be issued to the applicant.</p> | 1. Check and compile the documents | None                        | 2 minutes       | <p>Vince Rosales (PASO Staff)</p> <p>For. Edgar V. Andalecio (PASO Director)</p> <p>PASO Security Personnel</p> |
| 2. Submit a photocopy of the Valid Driver's License of the applicant   | 2. Check and Compile the Documents | None                        | 2 minutes       | <p>For. Edgar V. Andalecio (PASO Director)</p> <p>Vince Rosales (PASO Staff)</p> <p>PASO Security Personnel</p> |
| 3. Submit a photocopy of Official Receipt from the cashier's Office to confirm the payment of the registration fee.  | 3. Check and Compile the Documents | None                        | 2 minutes       | <p>For. Edgar V. Andalecio (PASO Director)</p> <p>Vince Rosales (PASO Staff)</p> <p>PASO Security Personnel</p> |
| 4. Submit the completely filled registration form  | 4. Check and Compile the Documents | None                        | 3 Minutes       | For. Edgar V. Andalecio (PASO Director)   |



|                        |  |             |                   |   |
|------------------------|--|-------------|-------------------|---|
|                        |  |             |                   | Vince Rosales<br>(PASO Staff)<br><br>PASO Security<br>Personnel |
| 5. Receive the Sticker | 5. Install the sticker on their Registered Vehicle | None        | 3 Minutes         | Vince Rosales<br>(PASO Staff)<br><br>PASO Security<br>Personnel |
| <b>TOTAL</b>           |  | <b>None</b> | <b>12 minutes</b> |   |

### 7. Reception of External Services Communications & Visitors in the Office of the University President

| Office or Division:   | Office of the University President  |                 |                       |                            |
|---|---|-----------------|-----------------------|----------------------------|
| Classification:   | Simple  |                 |                       |                            |
| Type of Transaction:  | G2C – Government to Citizen   |                 |                       |                            |
| Who may Avail:  | All   |                 |                       |                            |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                 |                       |                            |
| None  | N/A   |                 |                       |                            |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME       | PERSON RESPONSIBLE         |
| 1. Logs name in the visitor's registry for external or walk-in clients  | 1. Hands over the logbook to the client   | None            | 2 minutes             | Roberta D. Luna            |
| 2. Presents or submits letter requests for: appointment, vehicle usage, facility or equipment access, document copies (e.g., certifications, endorsements, resolutions, memos, etc.), and other relevant requests.            | 2. Receives and records the requests, then forwards them to the Head of the Presidential Management Staff   | None            | 5 minutes             | Roberta D. Luna            |
| 3. Calls for a specific request, such as follow-up on letter requests or appointments with the University President, searching for a particular individual, verifying a transaction, sending emails, and other related tasks. | 3. Evaluates/ assesses the completeness of the request and submits it to the University President for appropriate action. Receives calls, takes note of the details, and relays them to the University President or other concerned office/employees to seek the information/action requested by the clients. | None            | 15 minutes/<br>client | Sherryl M. Fetalvero       |
|   | 3.1 Acts on the requests, indicating approval and/or requirements for further action by the concerned offices.  |                 | 10 minutes/<br>client | Dr. Merian P. Catajay-Mani |



|                         |   |             |                   |                      |
|-------------------------|---|-------------|-------------------|----------------------|
|                         | 3.2 Retrieves documents from the President and takes note of the required action, such as preparing reply to letters or any other necessary actions.    |             | 10 minutes        | Sherryl M. Fetalvero |
|                         | 3.3 Forwards the duly acted upon request to the Releasing Clerk   |             | 3 minutes         | Sherryl M. Fetalvero |
| 4.Receives the document | 4. Records the documents and releases them to the waiting clients or the concerned office. Secures copies of the documents for record-keeping purposes. | None        | 5 minutes         | Roberta D. Luna      |
| <b>TOTAL</b>            |   | <b>None</b> | <b>50 minutes</b> |                      |

### 8. Receiving of Application Letter and Supporting Credentials

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division:   | Human Resource Management Office  |                        |                        |                           |
| Classification:   | Simple  |                        |                        |                           |
| Type of Transaction:  | G2C – Government to Citizen   |                        |                        |                           |
| Who may Avail:  | All   |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                        |                        |                           |
| Application Letter and Supporting Credentials                                 | Client  |                        |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| Submit letter of application and supporting credentials                       | 1. Receive the application, stamp the letter with date, time, and signature | None                   | 2 minutes              | Marjorie Blanche M. Fabro |
| Wait while the HR personnel checks the completeness of supporting credentials | 2. Check the completeness of the supporting credentials                     | None                   | 5 minutes              | Maribel G. Ferrera        |
|   | 3. Advice the applicant to wait for an update from the office               | None                   | 2 minutes              | Maribel G. Ferrera        |
| <b>TOTAL</b>  |   | <b>None</b>            | <b>9 minutes</b>       |                           |

### 9. Issuance of Service Record and Other Certifications

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

|                                  |                                    |
|----------------------------------|------------------------------------|
| Office or Division:              | Human Resource Management Office   |
| Classification:                  | Simple                             |
| Type of Transaction:             | G2C – Government to Citizen        |
| Who may Avail:                   | Romblon State University Employees |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>             |
| Request Form                     | HRMO                               |



| CLIENT STEPS             | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                   |
|--------------------------|--|-----------------|-------------------|--------------------------------------|
| 1. Fill out Request Form | 1. Receive Request and check if properly filled out  | None            | 2 minutes         | Marjorie Blanche M. Fabro            |
|                          | 2. Prepare and print the Service Record Certification  | None            | 15 minutes        | Mary Grace Fajanilan/ Ilyn M. Tacasa |
|                          | 3. Check and Sign the Service Record/ Certification  | None            | 3 minutes         | Maricar G. Falogme                   |
|                          | 4. Inform the client on the availability of the Service Record/ Certification                          | None            | 1 minute          | Marjorie Blanche M. Fabro            |
|                          | 5. Release the Service Record/ Certificate and ask the client to sign in the receiving copy or logbook | None            | 2 minutes         | Marjorie Blanche M. Fabro            |
|                          | <b>TOTAL</b>   | <b>None</b>     | <b>23 minutes</b> |                                      |

### 10. Application for Leave

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

|   |                                    |
|---|------------------------------------|
| Office or Division:   | Human Resource Management Office   |
| Classification:   | Simple                             |
| Type of Transaction:  | G2C – Government to Citizen        |
| Who may Avail:  | Romblon State University Employees |
| <b>CHECKLIST OF REQUIREMENTS</b>                                  | <b>WHERE TO SECURE</b>             |
| Leave Application Form;   | HRMO                               |
| Medical Certificate in case of Sick Leave of more than five days; | HRMO                               |
| Clearance for Vacation Leave in excess of 30 calendar days;       | HRMO                               |
| Travel Authority in case Vacation Leave will be spent abroad;     | HRMO                               |
| Clearance for travel abroad                                       | HRMO                               |

| CLIENT STEPS                            | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE        |
|---|--|-----------------|-------------------|---------------------------|
| 1. Fill-out Leave Form (CSC Form No. 6) | 1. Receive accomplished Leave Form (CSC Form No. 6) with attachment/s (if applicable) duly endorsed and signed by the recommending official or office/ department head | None            | 2 minutes         | Marjorie Blanche M. Fabro |
|   | 2. Post, record, and update leave balances   | None            | 10 minutes        | Olivia M. Casinto         |
|   | 3. Forward Application for Leave form to the concerned signatories for approval  | None            | 3 minutes         | Marjorie Blanche M. Fabro |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>23 minutes</b> |                           |



### 11. Application for Scholarship (Institutional and External)

|   |   |                        |                           |   |
|---|---|------------------------|---------------------------|---|
| Office or Division:                             | HUMAN RESOURCE DEVELOPMENT OFFICE   |                        |                           |   |
| Classification:                                 | Simple  |                        |                           |   |
| Type of Transaction:                            | G2C – Government to Client  |                        |                           |   |
| Who may Avail:                                  | Qualified and Interested Employees  |                        |                           |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                | <b>WHERE TO SECURE</b>  |                        |                           |   |
| Letter of Intent                                | Client/Customer   |                        |                           |   |
| Notice of Admission                             | Client/Customer   |                        |                           |   |
| Curriculum Vitae                                | Client/Customer   |                        |                           |   |
| Study Plan                                      | Client/Customer   |                        |                           |   |
| Permit of Study Form                            | Human Resource Development Office   |                        |                           |   |
| Research Plan                                   | Client/Customer   |                        |                           |   |
| Re-Entry Plan                                   | Human Resource Development Office   |                        |                           |   |
| Contract Agreement                              | Client/Customer   |                        |                           |   |
| Certificate of Funding                          | Client/Customer   |                        |                           |   |
| <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 Intent                      | 1. Accept and verify the letter of qualified and interested employee  | None                   | 5 minutes                 | Ms. Sarah Jane D. Balato                          |
| Provide the needed requirements for scholarship | 2. Check and review the letter of intent and provide the requirements needed:<br><ul style="list-style-type: none"> <li>• Notice of Admission</li> <li>• Curriculum Vitae</li> <li>• Study Plan</li> <li>• Permit to Study Form</li> <li>• Research Plan</li> <li>• Re-entry Plan</li> <li>• Contract Agreement</li> </ul> Certificate of Funding (external grantees) | None                   | 5 days                    | Ms. Sarah Jane D. Balato                          |
|   | 3. Forward the endorsed documents of scholar for Academic/Administrative Council  | None                   | 10 minutes                | Ms. Sarah Jane D. Balato<br>Ms. Charito M. Gascon |
|   | <b>TOTAL</b>  | <b>None</b>            | <b>5 days, 15 minutes</b> |   |

### 12. Endorsement of Thesis Assistance, Official Time, and Subject Deloading

|  |                                    |  |  |  |
|--|------------------------------------|--|--|--|
| Office or Division:  | HUMAN RESOURCE DEVELOPMENT OFFICE  |  |  |  |
| Classification:  | Simple                             |  |  |  |
| Type of Transaction:   | G2C – Government to Client         |  |  |  |
| Who may Avail:   | Qualified and Interested Employees |  |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>             |  |  |  |
| Thesis Assistance - Letter of Intent, Hardbound Thesis/ Approved Thesis Proposal | Client/Customer                    |  |  |  |
| Official Time - Letter of Intent and Registration Form                           | Client/Customer                    |  |  |  |
| Subject Deloading - Letter of Intent and Registration Form and Form e0           | Client/Customer                    |  |  |  |



| CLIENT STEPS                       | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                                |
|------------------------------------|---|-----------------|-------------------|---|
| 1. Submit Letter of Intent of      | 1. Accept and verify the letter of intent of qualified and interested employee  | None            | 5 minutes         | Ms. Sarah Jane D. Balato                          |
| 2. Provide the needed requirements | 2. Check and review the letter of intent and check the requirements needed for the request: <ul style="list-style-type: none"> <li>• Hardbound Thesis/ Approved Thesis Proposal</li> <li>• Registration Form Form e0</li> </ul> | None            | 5 minutes         | Ms. Sarah Jane D. Balato                          |
|                                    | 3. Draft a letter of endorsement, signed by the head of office and forwarded to the Budget Office, VPAA/CAO and Office of the President for signature   | None            | 20 minutes        | Ms. Sarah Jane D. Balato<br>Ms. Charito M. Gascon |
|                                    | 4. Forwarded the approved endorsement to Accounting Office for Funding  | None            | 5 minutes         | Ms. Sarah Jane D. Balato                          |
|                                    | <b>TOTAL</b>  | <b>None</b>     | <b>35 minutes</b> |   |

### 13. Collecting of IPCR of Employees

| Office or Division:                             | HUMAN RESOURCE DEVELOPMENT OFFICE  |                 |                   |                          |
|---|--|-----------------|-------------------|--------------------------|
| Classification:                                 | Simple   |                 |                   |                          |
| Type of Transaction:                            | G2C – Government to Client   |                 |                   |                          |
| Who may Avail:                                  | All Employees  |                 |                   |                          |
| <b>CHECKLIST OF REQUIREMENTS</b>                | <b>WHERE TO SECURE</b>   |                 |                   |                          |
| IPCR  | Client/Customer  |                 |                   |                          |
| CLIENT STEPS                                    | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE       |
| 1. Submit the IPCR within the prescribed period | 1. Receive the IPCR (with date and time stamp) and check the completeness of data and signatures | None            | 5 minutes         | Ms. Sarah Jane D. Balato |
|   | 2. Record information in the excel file  | None            | 5 minutes         | Ms. Sarah Jane D. Balato |
|   | 3. Put in the filebox for endorsement to Performance Management Team                             | None            | 5 minutes         | Ms. Sarah Jane D. Balato |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>15 minutes</b> |                          |



### 14. Application for Admission Test (Incoming Junior High School/ Grade 7 Students)

Provisions of RSU Admission Test for Incoming Junior High School/ Grade 7 Students

| Office or Division:   | Admission Office  |                               |                 |                        |
|---|---|-------------------------------|-----------------|------------------------|
| Classification:   | Simple  |                               |                 |                        |
| Type of Transaction:  | G2C - Government to Citizen   |                               |                 |                        |
| Who may Avail:  | All   |                               |                 |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                               |                 |                        |
| Elementary (Form 138) Card/ SF9 with complete grades; at least 85% general average for the semester   | Client  |                               |                 |                        |
| Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature   | Client  |                               |                 |                        |
| Official Receipt of Admission Test Fee  | Cashier's Office  |                               |                 |                        |
| Admission Application Form  | Admission Office  |                               |                 |                        |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID               | PROCESSING TIME | PERSON RESPONSIBLE     |
| 1. Access and register thru the link provided by the Admission Office. Fill out all the necessary information.  | 2. Provide the link to the applicants.  | None                          | 5 minutes       | Admission Office Staff |
| 2. Please wait for the official announcement of short-listed names of applicants and schedule of Admission Test.<br><br><i>*Applicant must meet the general average of at least 85% on their previous grade to proceed with the Admission Test.</i> | 2. Consolidate and check the generated list of applicants who registered for the Admission Test for duplicate entries/ registration and if they met the required general average.<br><br>2.1 Publish the list of qualified applicants in the bulletin board and social media account of the office for information dissemination. | None                          | 5 working days  | Admission Office Staff |
| <b>Conduct of the Admission Test (Batch Examination)</b>  |   |                               |                 |                        |
| 3. Fill out the application form provided before the start of the Admission Test.   | 3. Orient the applicants regarding the conduct of Admission Test, application form and requirements.<br><br>3.1 Provide the application form to the examinees and check the completeness of the filled-out form.  | Admission Test Fee - ₱ 100.00 | 20 minutes      | Admission Office Staff |



|   |  |                                      |                                |                        |
|---|--|--------------------------------------|--------------------------------|------------------------|
| 4. Submit all the requirements to the assigned personnel. | 4. Check all the submitted requirements of the applicants. | None                                 | 40 minutes                     | Admission Office Staff |
| 5. N/A  | 5. Facilitate the conduct of Admission Test.               | None                                 | 3 hours                        | Admission Office Staff |
| <b>Total</b>  |  | <b>Admission Test Fee – ₱ 100.00</b> | <b>4 hours &amp; 5 minutes</b> |                        |

### 15. Application for Admission Test (Incoming College Students, Transferee and Second Degree Takers)

Provisions of RSU Admission Test and Qualification of Incoming College Students, Transferee and Second Degree Takers

|                      |                             |
|----------------------|-----------------------------|
| Office or Division:  | Admission Office            |
| Classification:      | Simple                      |
| Type of Transaction: | G2C - Government to Citizen |
| Who may Avail:       | All                         |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE  |
|---|------------------|
| <b>For Graduating K-12</b><br>- Senior High School (Form 138) Card/ SF9 with complete grades of First Semester<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature | Client           |
| <b>For BEC (Non-K12) and K-12 Graduate</b><br>- High School (Form 138) Card with complete grades<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature               | Client           |
| <b>For College Transferee</b><br>- Transcript of Records or Certificate of Grades<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature                              | Client           |
| <b>For Second Degree Taker</b><br>- Transcript of Records or Certificate of Grades<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature                             | Client           |
| Admission Application Form  | Admission Office |
| <b>For Second Degree Taker</b><br>- Official Receipt for Admission Test Fee   | Cashier's Office |

| CLIENT STEPS   | AGENCY ACTION                          | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
|--|--|-----------------|-----------------|------------------------|
| 1. Access and register thru the link provided by the Admission Office. Fill out all the necessary information. | 1. Provide the link to the applicants. | None            | 5 minutes       | Admission Office Staff |



|   |  |   |                                |                        |
|---|--|---|--------------------------------|------------------------|
| 2. Please await for the official announcement of short-listed names of applicants and schedule of Admission Test. | 2. Consolidate and check the generated list of applicants who registered for the Admission Test for duplicate entries/ registration.<br><br>2.1 Publish the list of qualified applicants in the bulletin board and social media account of the office for information dissemination. | None  | 5 working days                 | Admission Office Staff |
| <b>Conduct of the Admission Test (Batch Examination)</b>  |  |   |                                |                        |
| 3. Fill out the application form provided before the start of the Admission Test.                                 | 3. Provide the application form to the examinees and check the completeness of the filled out form.<br><br>3.1 Orient the applicants regarding the conduct of Admission Test, application form and requirements.   | <b>For Graduating K-12/ BEC (Non-K12) and K-12 Graduate/ College Transferee:</b><br>– None<br><br><b>For Second Degree Taker:</b><br>₱ 100.00 | 20 minutes                     | Admission Office Staff |
| 4. Submit all the requirements to the assigned personnel.   | 4. Check all the submitted requirements of the applicants.<br><br>4.1 Facilitate the conduct of Admission Test.  |   | 40 minutes                     | Admission Office Staff |
|   |  |   | 3 hours                        | Admission Office Staff |
|   | <b>Total</b>   | <b>None</b>   | <b>4 hours &amp; 5 minutes</b> |                        |

## 16. Application for Admission Test (Walk-in Applicants)

Provisions of RSU Admission Test for Walk-in Applicants

|  |                             |
|--|-----------------------------|
| Office or Division:  | Admission Office            |
| Classification:  | Simple                      |
| Type of Transaction:   | G2C - Government to Citizen |
| Who may Avail:   | All                         |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>      |
| <b>For Graduating K-12</b><br>- Senior High School (Form 138) Card/ SF9 with complete grades of First Semester<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature<br>- Notarized Formal Letter of Intent (Outlining reasons for inability to comply with the scheduled date) | Client                      |



|  |                  |
|--|------------------|
| <b>For BEC (Non-K12) and K-12 Graduate</b><br>- High School (Form 138) Card with complete grades<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature<br>- Notarized Formal Letter of Intent (Outlining reasons for inability to comply with the scheduled date) | Client           |
| <b>For College Transferee</b><br>- Transcript of Records or Certificate of Grades<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature   | Client           |
| <b>For Second Degree Taker</b><br>- Transcript of Records or Certificate of Grades<br>- Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature  | Client           |
| Admission Application Form   | Admission Office |
| <b>For Second Degree Taker</b><br>- Official Receipt for Admission Test Fee  | Cashier's Office |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID   | PROCESSING TIME                 | PERSON RESPONSIBLE     |
|---|--|---|---------------------------------|------------------------|
| 1. Submit all the requirements to the assigned personnel.                         | 1. Check and receive all the submitted requirements of the applicants.                 | <u>For Graduating K-12/ BEC (Non-K12) and K-12 Graduate/ College Transferee:</u><br>- None<br><br><u>For Second Degree Taker:</u><br>₱ 100.00 | 5 minutes                       | Admission Office Staff |
| 2. Fill out the application form provided before the start of the Admission Test. | 2. Provide the application form to the examinees.                                      |   | 2 minutes                       | Admission Office Staff |
|   | 2.1 Orient the applicants regarding the conduct of Admission Test and application form |   | 5 minutes                       | Admission Office Staff |
|   | 2.2 Check the completeness of the filled-out form                                      |   | 5 minutes                       | Admission Office Staff |
|   | 2.3 Facilitate the conduct of Admission Test.  |   | 3 hours                         | Admission Office Staff |
|   | <b>TOTAL</b>   | <b>None</b>   | <b>3 hours &amp; 17 minutes</b> |                        |



## 17. Enrollment of New Student/Freshmen

Provisions of Enrollment for New Student/ Incoming Freshmen

|   |  |                        |                        |                           |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division:   | Admission Office   |                        |                        |                           |
| Classification:   | Complex  |                        |                        |                           |
| Type of Transaction:  | G2C - Government to Citizen  |                        |                        |                           |
| Who may Avail:  | Freshmen Students  |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b> |                        |                           |
| Form 138 Card/ SF9  | Client   |                        |                        |                           |
| Certificate of Good Moral Character   | Client   |                        |                        |                           |
| Authenticated Birth Certificate (photocopy)   | Client   |                        |                        |                           |
| Authenticated PSA Marriage Certificate (for female applicant, if applicable)  | Client   |                        |                        |                           |
| Four (4) pieces of 2"x2" colored ID Picture in white background   | Client   |                        |                        |                           |
| One (1) piece brown envelope: Long Size   | Client   |                        |                        |                           |
| Admission Application Form  | 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. Secure and Fill out the Enrollment Route Form and Admission Application Form.  | 1. Provide the Enrollment Route Form and Admission Application Form to the enrollee.   | None                   | 5 minutes              | Admission Office Staff    |
| 2. Submit the admission documents/credentials to the assigned personnel.  | 2. Check the submitted application form and documents/ credentials of the applicant.   | None                   | 5 minutes              | Admission Office Staff    |
|   | 2.1 Prepare a filing envelope for the enrollee to compile and store their submitted documents/ credentials.  |                        | 2 minutes              | Admission Office Staff    |
|   | 2.2 Create the account of the enrollee in the RSU Web Academic Management System following the submitted Admission Application Form.<br><br><i>*Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background.</i> |                        | 5 minutes              | Admission Office Staff    |
| 3. Proceed to the University Health Unit for the submission of your medical documents.<br><br>3.1. Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees. | 3. Instruct the enrollee to proceed to the following offices to comply with their requirements: <b>University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Office.</b>   | None                   | 2 minutes              | Admission Office Staff    |



|  |   |             |                   |                        |
|--|---|-------------|-------------------|------------------------|
| 3.2. Proceed to the Guidance and Counseling Services Office for student profiling.   |   |             |                   |                        |
| 4. Proceed to your chosen College/ Institute for the College Assessment Form (Trial Form), Academic Advising and System Enrollment.<br><br>4.1 Secure the four (4) copies of the Registration Form from your College/ Institute<br><br>4.2 Proceed to Cashier's Office for stamping of the Registration Forms. | 4. Instruct the enrollee to proceed to their chosen College/ Institute for their College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form. | None        | 5 minutes         | Admission Office Staff |
| 5. Submit a copy of the Registration Form to the following:<br><b>Cashier's Office, Registrar's Office, College/ Institute.</b>  | 5. Instruct the student to submit a copy of their Registration Form to the following offices:<br><b>Cashier's Office, Registrar's Office, College/ Institute.</b>                 | None        | 2 minutes         | Admission Office Staff |
| 6. Submit the enrolment Route Form to the Admission Unit.  | 6. Receive the Enrolment Route Form.<br><br>6.1 File the Enrolment Route Form in the enrollee's folder.   | None        | 4 minutes         | Admission Office Staff |
| <b>TOTAL</b>   |   | <b>None</b> | <b>30 minutes</b> |                        |

### 18. Enrollment of Transferee and Second-Degree Taker Student

Provisions of Enrollment for Transferee and Second-Degree Taker Student

|  |   |
|--|---|
| Office or Division:  | Admission Office                            |
| Classification:  | Complex                                     |
| Type of Transaction:   | G2C - Government to Citizen                 |
| Who may Avail:   | Transferee and Second Degree Taker Students |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>                      |
| College/Department Prospectus  | College/ Institute                          |
| Certificate of Good Moral Character  | Client                                      |
| Authenticated Birth Certificate (photocopy)                                  | Client                                      |
| Authenticated PSA Marriage Certificate (for female applicant, if applicable) | Client                                      |
| Four (4) pieces of 2"x2" colored ID Picture in white background              | Client                                      |
| One (1) piece brown envelope: Long Size                                      | Client                                      |
| Transcript of Records  | Client                                      |
| Honorable Dismissal  | Client                                      |
| RSUAT Result   | Admission Office                            |
| Admission Application Form   | Admission Office                            |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
|---|--|-----------------|-----------------|------------------------|
| 1. Secure and fill out the Enrollment Route Form and Admission Application Form.  | 1. Provide the Enrollment Route Form and Admission Application Form to the enrollee.   | None            | 5 minutes       | Admission Office Staff |
| 2. Submit the admission documents/credentials to the assigned personnel.  | 2. Check the submitted application form and documents/ credentials of the applicant.   | None            | 5 minutes       | Admission Office Staff |
|   | 2.1 Prepare a filing envelope for the enrollee to compile and store their submitted documents/ credentials.  | None            | 2 minutes       | Admission Office Staff |
|   | 2.2 Create the account of the enrollee in the RSU Web Academic Management System following the submitted Admission Application Form.<br><br><i>*Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background.</i> | None            | 5 minutes       | Admission Office Staff |
| 3. Proceed to the Registrar's Office for evaluation of grades.  | 3. Instruct the enrollee to proceed to the Registrar's Office for evaluation of grades.  | None            | 5 minutes       | Admission Office Staff |
| 4. Proceed to the University Health Unit for the submission of your medical documents.<br><br>4.1 Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees.<br><br>4.2 Proceed to the Guidance and Counseling Services Office for student profiling. | 4. Instruct the enrollee to proceed to the following offices to comply with their requirements: <b>University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Office.</b>   | None            | 5 minutes       | Admission Office Staff |
| 5. Proceed to your chosen College/ Institute for the College Assessment Form (Trial Form), Academic Advising and System Enrollment.   | 5. Instruct the enrollee to proceed to their chosen College/ Institute for their College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form.  | None            | 5 minutes       | Admission Office Staff |



|  |  |             |                   |                        |
|--|--|-------------|-------------------|------------------------|
| 5.1 Secure the four (4) copies of the Registration Form from your College/ Institute.<br>5.2 Proceed to Cashier's Office for stamping of the Registration Forms. |  |             |                   |                        |
| 6. Submit a copy of the Registration Form to the following: Cashier's Office, Registrar's Office, College/ Institute.  | 6. Instruct the student to submit a copy of their Registration Form to the following offices:<br><b>Cashier's Office, Registrar's Office, College/ Institute</b> | None        | 2 minutes         | Admission Office Staff |
| 7. Submit the enrolment Route Form to the Admission Unit.  | 7. Receive the Enrolment Route Form.   | None        | 2 minutes         | Admission Office Staff |
|  | 7.1 File the Enrolment Route Form in the enrollee's folder.  | None        | 2 minutes         | Admission Office Staff |
|  | <b>TOTAL</b>   | <b>None</b> | <b>38 minutes</b> |                        |

### 19. Enrollment of Shiftee Student

#### Provision of Enrollment for Shiftee Student

|                                  |                             |
|----------------------------------|-----------------------------|
| Office or Division:              | Admission Office            |
| Classification:                  | Complex                     |
| Type of Transaction:             | G2C - Government to Citizen |
| Who may Avail:                   | Shiftee Students            |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>      |
| Certificate of Grades            | Client                      |
| Endorsement Letter               | College/ Institute          |
| College/ Department Prospectus   | College/ Institute          |
| Shifting Application Form        | Admission Office            |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
|---|--|-----------------|-----------------|------------------------|
| 1. Secure and Fill out the Enrollment Route Form and Shifting Application Form. | 1. Provide the Enrollment Route Form and Shifting Application Form to the Shiftee.   | None            | 5 minutes       | Admission Office Staff |
| 2. Submit the admission documents/credentials to the assigned personnel.        | 2. Check the submitted Shifting Application Form and documents/ credentials of the Shiftee.  | None            | 5 minutes       | Admission Office Staff |
|   | 2.1 Update the account of the Shiftee in the RSU Enrollment System.<br><br><i>Under the Student Info Module, Click on File and Open. Search for the Shiftee's ID Number or Name and Click Open to edit his/ her Program following the submitted Shifting Application Form.</i> | None            | 5 minutes       | Admission Office Staff |



|   |  |             |                   |                        |
|---|--|-------------|-------------------|------------------------|
| 3. Proceed to the Registrar's Office for evaluation of grades.  | 3. Instruct the Shiftee to proceed to the Registrar's Office for evaluation of grades.   | None        | 2 minutes         | Admission Office Staff |
| 4. Proceed to the Guidance and Counseling Services Office for their inventory updating.   | 4. Instruct the Shiftee to proceed to the <b>Guidance and Counseling Services Office</b> for their inventory updating.   | None        | 2 minutes         | Admission Office Staff |
| 5. Proceed to your chosen College/ Institute for the College Assessment Form (Trial Form), Academic Advising and System Enrollment.<br><br>5.1 Secure the four (4) copies of the Registration Form from your College/ Institute.<br><br>5.2 Proceed to the Cashier's Office for stamping of the Registration Forms. | 5. Instruct the Shiftee to proceed to their chosen College/ Institute for their College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form. | None        | 5 minutes         | Admission Office Staff |
| 6. Submit a copy of the Registration Form to the following:<br><b>Cashier's Office, Registrar's Office, College/ Institute.</b>   | 6. Instruct the student to submit a copy of their Registration Form to the following offices:<br><b>Cashier's Office, Registrar's Office, College/ Institute</b>                 | None        | 2 minutes         | Admission Office Staff |
| 7. Submit the enrolment Route Form to the Admission Unit.   | 7. Receive the Enrolment Route Form.   | None        | 2 minutes         | Admission Office Staff |
|   | 7.1 Compile and endorse the Enrollment Route Form together with the Shifting Application Form and Other Requirements to the Registrar's Office for filing.                       | None        | 2 minutes         | Admission Office Staff |
|   | <b>TOTAL</b>   | <b>None</b> | <b>30 minutes</b> |                        |

## 20. Enrollment of Returnee Student

### Provisions of Enrollment for Returnee Student

|                                  |                             |
|----------------------------------|-----------------------------|
| Office or Division:              | Admission Office            |
| Classification:                  | Complex                     |
| Type of Transaction:             | G2C - Government to Citizen |
| Who may Avail:                   | Returnee Students           |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>      |
| Certificate of Grades            | Client                      |
| Admission Application Form       | Admission Office            |



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
|--|---|-----------------|-----------------|------------------------|
| 1. Secure and Fill out the Enrollment Route Form and Admission Application Form.   | 1. Provide the Enrollment Route Form and Admission Application Form to the returnee.  | None            | 5 minutes       | Admission Office Staff |
| 2. Submit the admission documents/credentials to the assigned personnel.   | <p>2. Check the submitted Admission Application Form and documents/credentials of the returnee.</p> <p>2.1 Create/ Update the account of the returnee.</p> <p><i>*for Creation of the Account, access RSU Web Academic Management System. Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background following the submitted Admission Application Form.</i></p> <p><i>*for Updating of the Account, access the RSU Enrollment System. Under the Student Info Module, Click on File and Open. Search for the returnee's ID Number or Name and Click Open to update his/her information following the submitted Admission Application Form.</i></p> | None            | 5 minutes       | Admission Office Staff |
| <p>3. Proceed to the University Health Unit for the submission of your medical documents.</p> <p>3.1 Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees.</p> <p>3.2 Proceed to the Guidance and Counseling Services Office for student profiling.</p> | <p>3. Instruct the returnee to submit a copy of their Registration Form to the following offices:<br/> <b>University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Office.</b></p>   | None            | 2 minutes       | Admission Office Staff |



|   |  |      |                            |  |
|---|--|------|----------------------------|--|
| <p>4. Proceed to your College/ Institute for the Evaluation of Grades, College Assessment Form (Trial Form), Academic Advising and System Enrollment.</p> <p>4.1 Secure the four (4) copies of the Registration Form from your College/ Institute.</p> <p>4.2 Proceed to Cashier's Office for stamping of the Registration Forms.</p> | <p>4. Instruct the returnee to proceed to their College/ Institute for the Evaluation of Grades, College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form.</p>          | None | 5 minutes                  | Admission Office Staff                               |
| <p>5. Submit a copy of the Registration Form to the following: <b>Cashier's Office, Registrar's Office, College/ Institute</b></p>  | <p>5. Instruct the returnee to submit a copy of their Registration Form to the following offices: <b>Cashier's Office, Registrar's Office, College/ Institute</b></p>  | None | 2 minutes                  | Admission Office Staff                               |
| <p>6. Submit the enrolment Route Form to the Admission Unit.</p>  | <p>6. Receive the Enrolment Route Form.</p> <p>6.1 Compile and endorse the Enrollment Route Form together with the Admission Application Form and Other Requirements to the Registrar's Office for filing.</p> | None | 2 minutes<br><br>2 minutes | Admission Office Staff<br><br>Admission Office Staff |
| <b>TOTAL</b>  |  | None | <b>28 minutes</b>          |  |

## 21. Filing of Leave of Absence of Students

Provisions on Filing of Leave of Absence (LOA) of Students

|  |                             |
|--|-----------------------------|
| Office or Division:                      | Admission Office            |
| Classification:                          | Simple                      |
| Type of Transaction:                     | G2C - Government to Citizen |
| Who may Avail:                           | All                         |
| <b>CHECKLIST OF REQUIREMENTS</b>         | <b>WHERE TO SECURE</b>      |
| Medical Certificate (For Health Reasons) | Client                      |
| Dropping Form (For Enrolled Students)    | Client                      |
| Leave of Absence Form (2 copies)         | Admission Office            |



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE     |
|--|---|-----------------|-------------------|------------------------|
| 1. Secure and fill out the Leave of Absence Form from the Admission Office.  | 1. Provide the Leave of Absence Form to the student.  | None            | 5 minutes         | Admission Office Staff |
| 2. Submit the supporting documents to the Admission Office Staff for their checking.   | 2. Check if the supporting documents were complete and valid.   | None            | 5 minutes         | Admission Office Staff |
| 3. Secure the signature of your parents/guardian.  | 3. Instruct the student to secure the signature of his/her guardian/ parent.  | None            | 2 minutes         | Admission Office Staff |
| 4. Submit the form together with the supporting documents to the Admission Office Staff for the signature of the Admission Director. | 4. Received the document once signed by the parent/guardian and endorse to the Admission Director for signature.    | None            | 2 minutes         | Admission Office Staff |
| 5. Secure the signature of the University Registrar.   | 5. Release the signed form to the student and instruct him/her to secure the signature of the University Registrar. | None            | 2 minutes         | Admission Office Staff |
| 6. Submit a copy of the form to the Admission Office and College/ Institute.   | 6. Received a copy of the LOA Form.   | None            | 2 minutes         | Admission Office Staff |
|  | 6.1 Endorse the LOA form to the Registrar's Office for filling  |                 |                   |                        |
| <b>Total</b>   |   | <b>None</b>     | <b>20 minutes</b> |                        |

## 22. Issuance of Library Cards

Provision of Learning Resource Center of the Main Campus

| Office or Division:   | RSU Learning Resource Center  |                 |                               |                               |
|---|---|-----------------|-------------------------------|-------------------------------|
| Classification:   | Simple  |                 |                               |                               |
| Type of Transaction:  | G2C - Government to Clients   |                 |                               |                               |
| Who may Avail:  | RSU Students  |                 |                               |                               |
| <b>CHECKLIST OF REQUIREMENTS</b>                                    | <b>WHERE TO SECURE</b>  |                 |                               |                               |
| 1 x 1 ID Picture, Registration form and Filled-Out Application Form | Client  |                 |                               |                               |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME               | PERSON RESPONSIBLE            |
| 1. Submit the needed requirements.                                  | 1. Receives and Validate the requirements submitted.                      | None            | 3 minutes                     | Donald J. Mantes<br>LRC ODIMO |
|   | 1.1 Issues the claim stub bearing the releasing date of the Library Card. |                 |                               |                               |
| 2. Wait for the issuance of Library Cards                           | 2. Prepares the Library Card  | None            | 24 hours                      | Donald J. Mantes<br>LRC ODIMO |
|   | 2.1 Issues the Library Card as scheduled                                  |                 |                               |                               |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>24 hours and 3 minutes</b> |                               |



### 23. Borrowing of Library Materials

Provision of Learning Resource Center of the Main Campus

| Office or Division:                                       | RSU Learning Resource Center   |                 |                   |  |
|---|--|-----------------|-------------------|--|
| Classification:   | Simple   |                 |                   |  |
| Type of Transaction:                                      | G2C - Government to Clients  |                 |                   |  |
| Who may Avail:  | RSU Students, Faculty and Employees  |                 |                   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                          | <b>WHERE TO SECURE</b>   |                 |                   |  |
| Accomplished/Filled-up Book Card and Borrower's Slip Form | Client   |                 |                   |  |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                         |
| 1. Inquiries about the library material needed            | 1. Accommodates clients<br>1.1 Asks for the library card, other documents, if necessary<br>1.2 Checks the availability of the requested library material | None            | 10 minutes        | Imelda R. Bantola<br>College Librarian III |
| 2. Fills out the Book Card and Borrower's Slip Form       | 2. Releases the requested/borrowed library material subject to library policy  | None            | 5 minutes         | Imelda R. Bantola<br>College Librarian III |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>15 minutes</b> |  |

### 24. Returning of Library Materials

Provision of Learning Resource Center of the Main Campus

| Office or Division:                                       | RSU Learning Resource Center  |                 |                   |                                  |
|---|---|-----------------|-------------------|----------------------------------|
| Classification:   | Simple  |                 |                   |                                  |
| Type of Transaction:                                      | G2C - Government to Clients   |                 |                   |                                  |
| Who may Avail:  | RSU Students  |                 |                   |                                  |
| <b>CHECKLIST OF REQUIREMENTS</b>                          | <b>WHERE TO SECURE</b>  |                 |                   |                                  |
| Accomplished Overdue Slip (If overdue)                    | Client  |                 |                   |                                  |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE               |
| 1. Presents the borrowed book at the circulation counter. | 1. Receives the borrowed library material and checks the due date.<br><br><i>*If overdue: compute the overdue fine and fill out the overdue slip.</i> | None            | 10 minutes        | Erna G. Fabila<br>Admin. Aide IV |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>10 minutes</b> |                                  |

### 25. Payment of Overdue Fines

Provision of Learning Resource Center of the Main Campus

|                      |                              |  |  |  |
|----------------------|------------------------------|--|--|--|
| Office or Division:  | RSU Learning Resource Center |  |  |  |
| Classification:      | Simple                       |  |  |  |
| Type of Transaction: | Government to Clients        |  |  |  |



| Who may Avail:   |   | RSU Students                |                   |   |
|--|---|-----------------------------|-------------------|---|
| <b>CHECKLIST OF REQUIREMENTS</b>                           |   | <b>WHERE TO SECURE</b>      |                   |   |
| Overdue Slip   |   | Librarian/Library Staff     |                   |   |
| Official Receipt   |   | Cashier                     |                   |   |
| Official Receipt   |   | Students                    |                   |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID             | PROCESSING TIME   | PERSON RESPONSIBLE                          |
| 1. Present the borrowed book/s at the circulation counter. | 1. If overdue: compute the overdue fine and fill out the overdue slip | None                        | 2 minutes         | Hazel Fampo<br>LRC Staff                    |
| 2. Pay overdue fine at the Cashier's Office                | 2. Receive the overdue slip and payment and issue O.R.                | ₱ 10.00/day per book        | 5 minutes         | Mary Jean Balse<br>Admin. Aide I<br>Cashier |
| 3. Present the O.R. to the Librarian/Library Staff         | 3. Receives and check the O.R. and return the client's Library Card   | None                        | 2 minutes         | Hazel Fampo<br>LRC Staff                    |
| 4. Receive the Library Card                                | 4. Give the Library Card  | None                        | 1 minute          | Hazel Fampo<br>LRC Staff                    |
| <b>TOTAL</b>   |   | <b>₱ 10.00/day per book</b> | <b>10 minutes</b> |   |

## 26. Procedure for Computer/Internet Services

Provision of Learning Resource Center of the Main Campus

| Office or Division:                       |  | RSU Learning Resource Center        |                   |                          |
|---|--|-------------------------------------|-------------------|--------------------------|
| Classification:                           |  | Simple                              |                   |                          |
| Type of Transaction:                      |  | G2C - Government to Clients         |                   |                          |
| Who may Avail:                            |  | RSU Students, Faculty and Employees |                   |                          |
| <b>CHECKLIST OF REQUIREMENTS</b>          |  | <b>WHERE TO SECURE</b>              |                   |                          |
| 1. Library Card                           |  | Students                            |                   |                          |
| 2. Accomplished/Filled-out Log Sheet form |  | Students                            |                   |                          |
| CLIENT STEPS                              | AGENCY ACTION  | FEES TO BE PAID                     | PROCESSING TIME   | PERSON RESPONSIBLE       |
| 1. Present the validated Library Card     | 1. Verify the Library Card   | None                                | 2 minutes         | Hazel Fampo<br>LRC Staff |
| 2. Sign in the log sheet form             | 2. Issue computer number and write the time in started in the log sheet form | None                                | 2 minutes         | Hazel Fampo<br>LRC Staff |
| 3. Proceed to the designated computer.    | 3. Assist the client (if needed)   | None                                | 3 minutes         | Hazel Fampo<br>LRC Staff |
| 4. Sign out in the log sheet form         |  | None                                | 1 minute          | Hazel Fampo<br>LRC Staff |
| <b>TOTAL</b>                              |  | <b>None</b>                         | <b>10 minutes</b> |                          |

## 27. Re-Issuance of Lost Library cards

Provision of Learning Resource Center of the Main Campus

|                      |  |                              |  |  |
|----------------------|--|------------------------------|--|--|
| Office or Division:  |  | RSU Learning Resource Center |  |  |
| Classification:      |  | Simple                       |  |  |
| Type of Transaction: |  | G2C - Government to Clients  |  |  |
| Who may avail:       |  | RSU Students                 |  |  |



| CHECKLIST OF REQUIREMENTS   |  | WHERE TO SECURE                  |                                |   |
|---|--|----------------------------------|--------------------------------|---|
| Accomplished/Filled-up charge slip  |  | Students                         |                                |   |
| Official Receipt  |  | Cashier                          |                                |   |
| Accomplished/Filled-up charge slip and O.R.                                       |  | Students                         |                                |   |
| 1x1 ID picture, Registration Form, and Accomplished/Filled-up Form                |  | Students                         |                                |   |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID                  | PROCESSING TIME                | PERSON RESPONSIBLE                          |
| 1. Report Lost Library Cards and submit Affidavit of Lost                         | 1. Checks the record of the clients<br>1.1 Receives the Affidavit of Lost              | None                             | 2 minutes                      | Lorena F. Servañez<br>Admin Aide I          |
| 2. Sign in the log book for record purposes                                       | 2. Fill out the charge slip and indicate the amount to be paid for the replacement fee | None                             | 5 minutes                      | Lorena F. Servañez<br>Admin Aide I          |
| 3. Proceed to the Cashier's Office for the Payment and secure an Official Receipt | 3. Receive payment and issue O.R.  | Php 150.00 for Lost Library Card | 5 minutes                      | Mary Jean Balse<br>Admin. Aide I<br>Cashier |
| 4. Present charge slip and O.R. at the circulation counter                        | 4. Check the Charge Slip and O.R.<br>4.1 Approve the Request                           | None                             | 24 Hours                       | Lorena F. Servañez<br>Admin Aide I          |
| 5. Submit the needed requirements   | 5. Receive the requirements needed for the re-issuance of the Library Card             | None                             | 3 minutes                      | Lorena F. Servañez<br>Admin Aide I          |
| 6. Claim the Library card based on the scheduled date.                            | 6. Prepare and Release the Library Card  | None                             | 3 minutes                      | Lorena F. Servañez<br>Admin Aide I          |
| <b>TOTAL</b>  |  | <b>Php 150.00</b>                | <b>24 hours and 18 minutes</b> |   |

## 28. Assistance of Outside Researcher

Provision of Learning Resource Center of the Main Campus

| Office or Division:  | RSU Learning Resource Center                                  |                 |                   |   |
|--|---|-----------------|-------------------|---|
| Classification:  | Simple  |                 |                   |   |
| Type of Transaction:   | G2C - Government to Clients                                   |                 |                   |   |
| Who may Avail:   | Outside Researchers   |                 |                   |   |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE |                   |   |
| 1. Library Card  |   | Students        |                   |   |
| 2. Accomplished/Filled-out Log Sheet form                          |   | Students        |                   |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                            |
| 1. Fill up the google form and make a reservation.                 | 1. Receives the Referral Letter and schedule the reservation. | None            | 3 minutes         | Nadie Joy F. Masangcay<br>College Librarian I |
| 2. Present Valid ID and Referral Letter on the Circulation Counter | 2. Assist the Client  | None            | 10 minutes        | Nadie Joy F. Masangcay<br>College Librarian I |
| <b>TOTAL</b>   |   | <b>None</b>     | <b>13 minutes</b> |   |



## 29. Signing of Clearances

Provision of Learning Resource Center of the Main Campus

| Office or Division:                    | RSU Learning Resource Center                                       |                 |                   |  |
|--|--|-----------------|-------------------|--|
| Classification:                        | Simple   |                 |                   |  |
| Type of Transaction:                   | G2C - Government to Clients  |                 |                   |  |
| Who may Avail:                         | RSU Students, Faculty and Employees                                |                 |                   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>       | <b>WHERE TO SECURE</b>   |                 |                   |  |
| Library Card                           | Students   |                 |                   |  |
| Accomplished/Filled-out Log Sheet form | Students   |                 |                   |  |
| CLIENT STEPS                           | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                         |
| 1. Submits the clearance for signature | 1. Receives the clearance<br>1.1 Verify the necessary requirements | None            | 2 minutes         | Imelda R. Bantola<br>College Librarian III |
|  | 2. Signs the clearance   | None            | 2 minutes         | Imelda R. Bantola<br>College Librarian III |
|  | 3. Return the clearance to the student/faculty                     | None            | 1 minute          | Imelda R. Bantola<br>College Librarian III |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>10 minutes</b> |  |

## 30. Request for Certificate of Completion

| Office or Division:  | National Service Training Program               |                 |                   |                    |
|--|---|-----------------|-------------------|--------------------|
| Classification:  | Simple  |                 |                   |                    |
| Type of Transaction:   | G2C- Government to Citizen                      |                 |                   |                    |
| Who may Avail:   | Students  |                 |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                                       | <b>WHERE TO SECURE</b>                          |                 |                   |                    |
| Registration form  | Students  |                 |                   |                    |
| NSTP 1 & 2 grades  | Students  |                 |                   |                    |
| Document request form  | NSTP  |                 |                   |                    |
| CLIENT STEPS   | AGENCY ACTION                                   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Fill out the Document request form                                  | 1. Check/verify student's information           | None            | 3 minutes         | NSTP Staff         |
| 2. Receive the Certificate of Completion                               | 2. Prepare & release the document to the client | None            | 5 minutes         | NSTP Staff         |
| 3. Sign in the Certificate of Completion logbook and Visitor's logbook | 3. Provide the logbook                          | None            | 1 minute          | NSTP Staff         |
| 4. Fill out the customer feedback form                                 | 4. Receive the accomplished feedback form       | None            | 1 minute          | NSTP Staff         |
|  | <b>TOTAL</b>                                    | <b>None</b>     | <b>10 minutes</b> |                    |



### 31. Request for Participation of NSTP Students to Civic Service Activities (In-campus activities)

| Office or Division:   | National Service Training Program                          |                 |                     |                                 |
|---|--|-----------------|---------------------|---------------------------------|
| Classification:   | Simple   |                 |                     |                                 |
| Type of Transaction:  | G2C- Government to Client<br>G2G- Government to Government |                 |                     |                                 |
| Who may Avail:  | Student Organization, University Officials                 |                 |                     |                                 |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>                                     |                 |                     |                                 |
| Request letter addressed to NSTP Director prepared by the Organization President, noted by the Adviser and College Dean | Student Organization                                       |                 |                     |                                 |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME     | PERSON RESPONSIBLE              |
| 1. Prepare and submit a request letter  | 1. Receive and check the request letter                    | None            | 1 minute            | NSTP Staff                      |
| 2. Confirm for the availability of the students   | 2.1 Check/confirm the schedule of the activity             | None            | 5 minutes           | NSTP Staff                      |
|   | 2.2 Provide updates on the status of the request           | None            | 1-2 minutes         | NSTP Staff/Director/Coordinator |
| 3. Sign in the visitor's logbook  | 3. Provide the visitor's logbook                           | None            | 1 minute            | NSTP Staff                      |
| 4. Fill out the customer feedback form  | 4. Receive the accomplished feedback form                  | None            | 1 minute            | NSTP Staff                      |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>9-10 minutes</b> |                                 |

### 32. Request for Participation of NSTP Students to Civic Service Activities (Off-campus activities)

| Office or Division:   | National Service Training Program                         |                 |                 |                        |
|---|---|-----------------|-----------------|------------------------|
| Classification:   | Simple  |                 |                 |                        |
| Type of Transaction:  | G2C- Government to Client<br>G2G Government to Government |                 |                 |                        |
| Who may Avail:  | Student Organization, Other Agencies                      |                 |                 |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>                                    |                 |                 |                        |
| Request letter addressed to NSTP Director prepared by the Organization President, noted by the Adviser and College Dean | Client/Agencies   |                 |                 |                        |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
| 1. Prepare and submit a request letter  | 1. Receive and check the request letter                   | None            | 1 minute        | NSTP Staff             |
| 2. Confirm for the availability of the students   | 2. Check and refer to the schedule of NSTP                | None            | 4 minutes       | NSTP Staff/Coordinator |



|  |   |             |                   |                        |
|--|---|-------------|-------------------|------------------------|
|  | 2.1 Check the list of students who have complied with the requirements of the OSA mandated by CMO 63 S. 2017 for participation to off-campus activities | None        | 10 minutes        | NSTP Staff/Coordinator |
|  | 2.2 Prepare and submit letter of intent addressed to the President for approval prepared by the NSTP Director, Recommending approval by the OSAS & VPAA | None        | 5 minutes         | NSTP Staff/Coordinator |
|  | <b>TOTAL</b>  | <b>None</b> | <b>20 minutes</b> |                        |

### 33. Cross Enrollees (Enlistment to Cluster)

| Office or Division:  | National Service Training Program              |                 |                  |                        |
|--|--|-----------------|------------------|------------------------|
| Classification:  | Simple   |                 |                  |                        |
| Type of Transaction:   | G2C- Government to Client                      |                 |                  |                        |
| Who may Avail:   | Students currently enrolled in NSTP1 or NSTP2  |                 |                  |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>                         |                 |                  |                        |
| Registration Form  | Client   |                 |                  |                        |
| CLIENT STEPS   | AGENCY ACTION                                  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE     |
| 1. Present the Registration Form marked officially enrolled bearing the subject NSTP 1 or NSTP 2 | 1. Check the validity of the Registration Form | None            | 2 minutes        | NSTP Staff/Coordinator |
| 2. Confirm the assignment of the Cluster   | 2. Assign the student in his/her cluster       | None            | 2 minutes        | NSTP Staff/Coordinator |
| 3. Sign in the visitor's logbook   | 3. Provide the visitor's logbook               | None            | 1 minute         | NSTP Staff             |
| 4. Fill out the customer feedback form   | 4. Receive the accomplished feedback form      | None            | 1 minute         | NSTP Staff             |
|  | <b>TOTAL</b>                                   |                 | <b>6 minutes</b> |                        |

### 34. Processing of Purchase Request under Small Value Procurement

|                                  |                               |
|----------------------------------|-------------------------------|
| Office or Division:              | Procurement Management Office |
| Classification:                  | Simple                        |
| Type of Transaction:             | G2C- Government to Client     |
| Who may Avail:                   | RSU Head/Director of Units    |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>        |
| Approved Purchase Request        | End-User                      |
| Approved APP                     | Bids and Awards Committee     |
| BAC Minutes of Meeting           | Bids and Awards Committee     |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME              | PERSON RESPONSIBLE                       |
|---|--|-----------------|------------------------------|--|
| 1. Submit approved Purchase Request, Minutes of Meeting, BAC Resolution | 1. Receive and record the approved Purchase Request, Minutes of Meeting, BAC Resolution from the BAC Office.   | None            | 3 minutes                    | PMO Staff                                |
|   | 2. Prepare the Request for Quotation (RFQ), indicating the specifications, quantity, ABC, and other terms and conditions of the contract and duly sign it with the PMO Head and BAC Chairperson. | None            | 45 minutes                   | PMO Staff Head,<br>PMO BAC Chairperson   |
|   | 3. Post RFQ with ABC above Fifty Thousand Pesos (₱50,000.00) for a period of three (3) calendar days on PhilGEPS Website, RSU Website, and Bulletin board  | None            | 3 days and 15 minutes        | PMO Staff                                |
|   | 4. Canvass/invite at least three (3) suppliers to submit quotations for the project.   | None            | 1 day                        | PMO Staff                                |
|   | 5. Open the RFQ to review and evaluate supplier's quotations to determine which supplier is responsive and eligible and had the lowest calculated amount/price                                   | None            | 15 minutes                   | BAC Chairperson<br>Head PMO<br>PMO Staff |
|   | 6. Prepare the Abstract of Quotation based on the submitted RFQ by the suppliers, and duly signed by BAC Members and HoPE.   | None            | 30 minutes                   | Head PMO                                 |
|   | 7. Prepare the Notice of Award and seek approval of the HoPE. Once approved, the NOA shall be issued to the winning supplier.  | None            | 1 day                        | Head PMO                                 |
|   | 8. Prepare the Purchase Order duly signed by the Budget Officer and Head of Accounting Unit and HoPE. The PO shall be issued to the winning supplier.  | None            | 1 day                        | Head PMO                                 |
|   | 9. Prepare the Notice of Proceed duly signed by the HoPE.  | None            | 1 day                        | Head PMO                                 |
|   | 10. Post the copy of NOA, PO, and NTP on the PhilGEPS Website, RSU Website and Bulletin Board.   | None            | 45 minutes                   | PMO Staff                                |
|   | 11. Submit procurement documents to the Supply and Property Management Office and Commission on Audit (COA).   | None            | 30 minutes                   | PMO Staff                                |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>10 days and 5 minutes</b> |  |



### 35. Accreditation and Re-Accreditation of Student Organizations

Provision of OSAS for Old and New Student Organization

|  |  |
|--|--|
| Office or Division:  | Office of Student Affairs and Services |
| Classification:  | Complex                                |
| Type of Transaction:   | G2C                                    |
| Who may Avail:   | Student Organizations                  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |
| <b>WHERE TO SECURE</b>   |  |
| <b>NEW ORGANIZATION</b>  | OSAS                                   |
| Accomplished the application form (Accreditation)  | Student Organization                   |
| Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.                    | Student Organization                   |
| Recommendation from the SSC President as to the acceptance of the application, organization, registration, and accreditation                       | Student Organization                   |
| List of officers and their respective positions and profile.   | Student Organization                   |
| Letter of invitation to chosen faculty adviser.  | Student Organization                   |
| Faculty adviser's acceptance letter of responsibility addressed to the University President through the Office of Student Affairs and Services.    | Student Organization                   |
| Proposed activities and project for one (1) year (Action Plan).  | Student Organization                   |
| Constitution and By-laws (include Anti-Hazing).  | Student Organization                   |
| For Fraternity and Sorority, Parent's Consent is required.   | Student Organization                   |
| <b>RENEWAL/RE-ACCREDITATION</b>  |  |
| Accomplished the application form (Re-Accreditation)   | OSAS                                   |
| Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.                    | Student Organization                   |
| Recommendation from the SSC President as to the acceptance of the application, organization, registration and accreditation                        | Student Organization                   |
| List of officers and their respective positions and profile.   | Student Organization                   |
| Letter of invitation to chosen faculty adviser.  | Student Organization                   |
| Faculty adviser's letter of acceptance of responsibility addressed to the University President through the Office of Student Affairs and Services. | Student Organization                   |
| Photocopy of Certificate of Recognition for the previous year  | Student Organization                   |
| Photo of certificate of attendance/ participation in Seminar of at least one (1) student officer.  | Student Organization                   |
| Financial statement for the previous semester/school Year;   | Student Organization                   |
| Proposed activities and project for one (1) year (Action Plan).  | Student Organization                   |
| Constitution and By-laws (include Anti-Hazing).  | Student Organization                   |
| For Fraternity and Sorority, Parent's Consent is required.   | Student Organization                   |
| Documents should be submitted in four copies (one for University President, One for the OSAS, one for SSC and one for file copy                    | Student Organization                   |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                 |
|--|--|-----------------|-----------------|--|
| 1. Accomplish and submit the application form together with all other requirements and SSC's endorsement | 1. Receive the submitted documents and verify that all necessary documents are included, and that the application form is accurately completed | None            | 20 minutes      | SSC President, OSAS Staff, and Asst. OSAS Director |
| 2. Seek Accreditation Status   | 2. Conduct necessary assessments, such as interviews to assess the organization's compliance with accreditation requirements                   | None            | 20 minutes      | OSAS Staff, Asst. OSAS Director, and OSAS Director |
| 3. Secure certificate of Accreditation/ Re-accreditation   | 3. Issue a certificate of accreditation or re-accreditation.   | None            | 10 days         | OSAS Director                                      |

### 36. Approval of In-Campus Activities

|                      |  |
|----------------------|--|
| Office or Division:  | Office of Student Affairs and Services |
| Classification:      | Simple                                 |
| Type of Transaction: | G2C                                    |
| Who may Avail:       | Student Organizations                  |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE                        |
|---|--|
| Letter of Intent addressed to the OSAS Director<br><i>(Prepared by the Organization President, noted by the Adviser and SAS Coordinator, Endorsed by the SSC President and Dean or Campus Director and for approval of OSAS Director)</i> | Student Organization/Group of Students |
| Risk Assessment Program   | Student Organization/Group of Students |
| Budget Proposal   | Student Organization/Group of Students |
| Resolution  | Student Organization/Group of Students |
| Minutes   | Student Organization/Group of Students |
| List of Participants  | Student Organization/Group of Students |
| If seminar or training, CV of speakers  | Student Organization/Group of Students |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                |
|--|--|-----------------|-----------------|---|
| 1. Prepare and submit a letter of intent along with any necessary documents to the Office of Student Affairs Services. | 1. Receive and review the letter of intent and necessary documents submitted by the client. Process the request and ensure all required information is provided. | None            | 20 minutes      | SSC President, OSAS Staff and Asst. OSAS Director |
| 2. Inquire about the status of the activity proposal with the OSAS to ensure it is being processed.                    | 2. Provide updates on the status of the activity proposal upon client inquiry. Communicate any necessary information or requirements to the client.              | None            | 10 minutes      | OSAS Staff, Asst. OSAS Director and OSAS Director |



|   |   |                    |   |   |
|---|---|--------------------|---|---|
| <p>3. Work with the OSAS to obtain pre-approval for the activity proposal. This may involve revisions or adjustments to meet any requirements or guidelines.</p>  | <p>3. Collaborate with the client to review and assess the activity proposal. Conduct a thorough evaluation to ensure the proposal aligns with the organization's objectives and standards and is reflected in the action plan submitted during the accreditation.</p>  | <p>None</p>        | <p>1 day</p>                                | <p>Student Organization, OSAS Staff, Asst. OSAS Director and OSAS Director</p>                              |
| <p>4. Secure the approval of the activity.</p>  | <p>4. Approve the proposal once all necessary documents are complied.</p>   | <p>None</p>        | <p>5 minutes</p>                            | <p>OSAS Director</p>  |
| <p>5. If there is a request for a budget, submit a Budget Proposal and secure the approval of the University President thru the recommendation of the VPAA endorsed by the OSAS Director with the consent and approval of the budget officer and accountant</p> | <p>5. Review the proposal to determine its feasibility, alignment with institutional goals, and compliance with policies. Grant final approval for the activity proposal if deemed appropriate. If a budget is requested, the budget officer and accountant will review the proposed budget accompanying the activity proposal. Provide approval for the budget if it aligns with financial guidelines and constraints.</p> | <p>None</p>        | <p>1 hour</p>                               | <p>OSAS Director<br/>         Budget Officer<br/>         Accountant<br/>         OVPAA<br/>         OP</p> |
| <p>6. Submit a copy of the approved budget proposal to OSAS.</p>  | <p>6. Receive a copy of the approved budget proposal and File the approved activity and budget proposal in the designated storage system or physical filing system maintained by the Document Control Center.</p>   | <p>None</p>        | <p>20 minutes</p>                           | <p>Student Org</p>  |
| <p><b>TOTAL</b></p>   |   | <p><b>None</b></p> | <p><b>1 day, 1 hour, and 55 minutes</b></p> |   |



### 37. Approval of Off-Campus Activities

Provision of OSAS for Accredited Student Organizations and Enrolled Students

|   |  |
|---|--|
| Office or Division:   | Office of Student Affairs and Services |
| Classification:   | Complex                                |
| Type of Transaction:  | G2C                                    |
| Who may Avail:  | Student Organizations                  |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>                 |
| <b>Accredited College/Department Organizations/SSC</b><br>- Letter of intent addressed to the President for Approval, prepared by the Organization President, noted by the Adviser, SAS Coordinator, and Dean/Campus Director Endorsed by the OSAS Director, Recommending Approval by the VPAA.   | Student Organization/Group of Students |
| <b>Other Accredited Organizations/ Fraternities/ Sororities</b><br>- Letter of intent addressed to the President for Approval, prepared by the Organization President, noted by the Adviser, endorsed by the OSAS Director, Recommending Approval by the VPAA.  | Student Organization/Group of Students |
| Risk Assessment Program   | Student Organization/Group of Students |
| Budget Proposal   |  |
| Resolution/ Minutes   |  |
| List of Participants  |  |
| If seminar or training, CV of speakers  |  |
| Required Documents mandated by CMO 63 S. 2017<br>- Notarized Parents' Consent<br>- Medical Certificate signed by Government Physician<br>- Designation or order from the Administration indicating personnel-in-charge's role and responsibilities before, during, and after the off-campus activities with relevant certificate on first-aid training.<br>- Mobility of Students Requirements (RSU vehicle or Third-Party Subcontracting)<br>- Copy of the letter sent to the LGUs<br>- Copy of acknowledgment letter from the LGUs<br>Minutes and attendance of the briefing and consultation conducted to concerned students, faculty and stakeholders | Student Organization/Group of Students |



| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                    |
|---|--|------------------------|------------------------|--|
| 1. Prepare and submit a letter of intent along with any necessary documents.  | 1. Receive and review the letter of intent and necessary documents submitted by the client.  | None                   | 20 minutes             | OSAS Staff, Asst. OSAS Director and OSAS Director            |
| 2. Inquire about the status of the activity proposal with the OSAS.   | 2. Provide updates on the status of the activity proposal upon client inquiry. Communicate any necessary information or requirements to the client.  | None                   | 10 minutes             | OSAS Staff, Asst. OSAS Director and OSAS Director            |
| 3. Submit the activity proposal to both the Office of the Vice President for Academic Affairs and the Office of the President for final approval. If there is a request for a budget, submit a Budget Proposal and secure the approval of the University President thru the recommendation of the VPAA endorsed by the OSAS Director with the consent and approval of the budget officer and accountant | 3. Review the proposal to determine its feasibility, alignment with institutional goals, and compliance with policies. Grant final approval for the activity proposal if deemed appropriate. If a budget is requested, the budget officer and accountant will review the proposed budget accompanying the activity proposal. Provide approval for the budget if it aligns with financial guidelines and constraints. | None                   | 1 day                  | OSAS Director<br>Budget Officer<br>Accountant<br>OVPAA<br>OP |
| 4. Submit the approved activity proposal to OSAS.   | 4. Receive a copy of the approved activity proposal and require the client/s to submit all necessary documents mandated by CMO 63 S. 2017  | None                   | 5 min                  | OSAS Staff, Asst. OSAS Director and OSAS Director            |
| 5. Prepare and submit necessary documents mandated by the CMO 63 S. 2017 to the Office of Student Affairs Services.   | 5. Verify that all required documents specified in CMO 63 S. 2017 are included and properly prepared. Cross-reference the submitted documents with the checklist provided by CMO 63 S. 2017 to ensure completeness. If any discrepancies or missing documents are found, communicate with the client to address and rectify the issues promptly.   | None                   | 3 -5 days              | SSC President,<br>OSAS Staff and<br>Asst. OSAS<br>Director   |



|  |   |             |                                      |   |
|--|---|-------------|--------------------------------------|---|
| 6. Inquire about the status of the submitted documents.  | 6. Provide updates on the status of the completion of the documents.                                      | None        | 10 minutes                           | OSAS Staff, Asst. OSAS Director and OSAS Director |
| 7. Secure the Certificate of Compliance signed by the OSAS, VPAA, and University President and have it notarized | 7. Issue Certificate of Compliance signed by the OSAS Director endorsed to VPAA and University President. | None        | 20 minutes                           | OSAS Director<br>OVPA<br>OP                       |
|  | <b>TOTAL</b>  | <b>None</b> | <b>1 day, 1 hour, and 55 minutes</b> |   |

### 38. Student Assistantship

Provision of OSAS for Accredited Qualified Enrolled Students

|   |  |                        |                        |                                 |
|---|--|------------------------|------------------------|---------------------------------|
| Office or Division:   | Office of Student Affairs and Services   |                        |                        |                                 |
| Classification:   | Simple   |                        |                        |                                 |
| Type of Transaction:  | G2C  |                        |                        |                                 |
| Who may Avail:  | All Qualified Enrolled Students  |                        |                        |                                 |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |                        |                        |                                 |
| Application Form  | OSAS   |                        |                        |                                 |
| Certified True Copy of Registration Form of Current Semester                                    | Student/Applicant  |                        |                        |                                 |
| Certification of Grades or Grade Slip of the Previous Semester                                  | Student/Applicant  |                        |                        |                                 |
| <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 application form, and present class schedule                                       | 1. Evaluate application form as to the adequacy of documents; check possible vacancies for SA services | None                   | 5 minutes              | OSAS Staff                      |
| 2. Seeks the Department/unit head's recommendation indicating the nature of the work assignment | 2. Evaluate recommendations from the Department/unit head having vacancies                             | None                   | 5 minutes              | OSAS Staff, Asst. OSAS Director |
| 3. Submits all requirements   | 3. Approves the application upon meritorious evaluation results. Submits list to the VPAA              | None                   | 10 minutes             | OSAS Director                   |
| 4. Submits payroll and DTR every end of the month at OSAS                                       | 4. Receives payroll and DTR. Submits to accounting department for payment.                             | None                   | 10 min                 | OSAS Staff                      |
|   | <b>TOTAL</b>   | <b>None</b>            | <b>30 minutes</b>      |                                 |



### 39. Signing of Clearance

Provision of OSAS for all enrolled students

| Office or Division:                               | Office of Student Affairs and Services   |                  |                   |                      |
|---|--|------------------|-------------------|----------------------|
| Classification:                                   | Simple   |                  |                   |                      |
| Type of Transaction:                              | G2C  |                  |                   |                      |
| Who may Avail:                                    | All Enrolled Students  |                  |                   |                      |
| <b>CHECKLIST OF REQUIREMENTS</b>                  | <b>WHERE TO SECURE</b>   |                  |                   |                      |
| Acoomplishmet Report for the Student Organization | Student Organization   |                  |                   |                      |
| CLIENT STEPS                                      | AGENCY ACTION  | FEEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
| 1. Presents filled-out Clearance Slip             | 1. Receives the clearance slip. Check records as to any accountability                           | None             | 3 minutes         | Students, OSAS Staff |
| 2. Settles accountability (if applicable)         | 2. Signs the slip if no accountability, otherwise advises the applicant to settle accountability | None             | 5 minutes         | OSAS Director        |
|   | <b>TOTAL</b>   | <b>None</b>      | <b>30 minutes</b> |                      |

### 40. Processing of Scholarship/Grant Application

Provision of OSAS for all enrolled students

| Office or Division:   | Office of Student Affairs and Services  |                  |                   |                      |
|---|---|------------------|-------------------|----------------------|
| Classification:   | Simple  |                  |                   |                      |
| Type of Transaction:  | G2C   |                  |                   |                      |
| Who may Avail:  | All Enrolled Students   |                  |                   |                      |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                  |                   |                      |
| Application Form  | OSAS  |                  |                   |                      |
| Original Certificate of Indigency   | Barangay  |                  |                   |                      |
| Certified Copy of Registration  | Registrar   |                  |                   |                      |
| Photocopy of Valid Student ID with 3 signatures                                   | Applicant   |                  |                   |                      |
| CLIENT STEPS  | AGENCY ACTION   | FEEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
| 1. Submit a properly filled-out Application Form together with other requirements | 1. Receive and assess the completeness and accuracy of the documents submitted.                 | None             | 10 minutes        | Students, OSAS Staff |
| 2. Follow up on the Status of the Application for the Scholarship/Grant           | 2. Provide a clear and accurate update to the client regarding the status of their application. | None             | 5 minutes         | OSAS Director        |
|   | <b>TOTAL</b>  | <b>None</b>      | <b>30 minutes</b> |                      |



### 41. Processing of Claims of Suppliers/Contractors for Approval

|   |   |                        |                        |  |
|---|---|------------------------|------------------------|--|
| Office or Division:   | Accounting Unit   |                        |                        |  |
| Classification:   | Simple  |                        |                        |  |
| Type of Transaction:  | G2C   |                        |                        |  |
| Who may Avail:  | Suppliers   |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                        |                        |  |
| Disbursements Voucher   | Supply and Property Management Office   |                        |                        |  |
| Obligation Request (OR) for Charge to General Fund; Fund164; IGP164; SBO/SO; Trust Fund/Budget Utilization Request (BUR). | Supply and Property Management Office   |                        |                        |  |
| Purchase Requisition (PR)   | Supply and Property Management Office   |                        |                        |  |
| Purchase Order  | Supply and Property Management Office   |                        |                        |  |
| Original copy of Dealers/Suppliers' Invoices  | Supply and Property Management Office   |                        |                        |  |
| Abstract of Quotation   | Supply and Property Management Office   |                        |                        |  |
| Delivery receipt duly received  | Supply and Property Management Office   |                        |                        |  |
| Inspection and Acceptance Report  | Supply and Property Management Office   |                        |                        |  |
| Property Acknowledgement Receipt (PAR), for equipment   | Supply and Property Management Office   |                        |                        |  |
| Warranty Security   | Supply and Property Management Office   |                        |                        |  |
| Authority to purchase, in case of motor vehicles  | Supply and Property Management Office   |                        |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                  |
| 1. Supply and Property Office submits above documents to Accounting Office  | 1. Checks completeness of documents. If found to be complete, Record the received documents in the Incoming Logbook | None                   | 10 minutes             | Nelhanie Tulio, Andrew Zuela               |
| 2. N/A  | 2. Prepares BIR forms 2307 in three copies  | None                   | 5 minutes              | Joan Kristine F. de Castro                 |
| 3. N/A  | 3. Reviews all the supporting documents and signs the disbursements voucher (DV)                                    | None                   | 10 minutes             | Shiela Buen F. Servañez, Lotlot A. Sabigan |
| 4. N/A  | 4. Assigns Disbursement Voucher Number and record to assigned logbook per fund cluster                              | None                   | 5 minutes              | Nelhanie Tulio                             |
| 5. N/A  | 5. Forwards signed DV to Office of Internal Audit.  | None                   | 5 minutes              | Nelhanie Tulio                             |
|   | <b>TOTAL</b>  | <b>None</b>            | <b>35 minutes</b>      |  |



## 42. Processing of Approved Claims for Payment

| Office or Division:   | Accounting Unit  |                 |                   |                    |
|---|--|-----------------|-------------------|--------------------|
| Classification:   | Simple   |                 |                   |                    |
| Type of Transaction:  | G2G  |                 |                   |                    |
| Who may Avail:  | Concerned Staff of the Office of the Approving Authority                         |                 |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |                 |                   |                    |
| Approved Disbursement Vouchers  | Office of the Approving Authority  |                 |                   |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. The concerned staff of the approving authority submits the approved disbursement voucher with complete supporting documents to the Accounting Office | 1. Checks completeness and receive the approved disbursement voucher for payment | None            | 5 minutes         | Nelhanie Tulio     |
| 2. N/A  | 2. Records the approved disbursement voucher to the assigned transmittal         | None            | 5 minutes         | Nelhanie Tulio     |
| 3. N/A  | 3. Forwards approved Disbursement Vouchers to Cashiering Office                  | None            | 5 minutes         | Nelhanie Tulio     |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>15 minutes</b> |                    |

## 43. Releasing of Document Requests (Certifications, Fund Status Reports, and Copy of Documents Retained by the Office)

| Office or Division:   | Accounting Unit  |                 |                   |   |
|---|--|-----------------|-------------------|---|
| Classification:   | Simple   |                 |                   |   |
| Type of Transaction:  | G2G/G2B/G2C  |                 |                   |   |
| Who may Avail:  | Employees, Other Government Agencies, Business Entities, and other Stakeholders  |                 |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                            | <b>WHERE TO SECURE</b>   |                 |                   |   |
| Duly accomplished document request form                     | Client   |                 |                   |   |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                      |
| 1. The client accomplishes the document request form (DRF)  | 1. Checks the document request form and identify the needed document by the client   | None            | 5 minutes         | Joan Kristine de Castro                 |
| 2. N/A  | 2. If only a copy of retained document is needed, reproduce the document and proceed to action 4 otherwise, proceed to action 3. | None            | 15 minutes        | Joan Kristine de Castro                 |
| 3. N/A  | 3. Prepare the certification and fund status report.   | None            | 30 minutes        | Joan Kristine de Castro                 |
| 4. N/A  | 4. Reviews and signs the reports and certifications prepared   | None            | 5 minutes         | Shiela Buen F. Servañez, Lotlot Sabigan |
| 5. Signs the receiving portion of the document request form | 5. Release the requested documents.  | None            | 5 minutes         | Joan Kristine de Castro                 |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>60 minutes</b> |   |



#### 44. Confirmation of Student Enrollment

Provision of Cashiering Services to University Students

| Office or Division:  | Cashiering Unit   |                 |                                |  |
|--|---|-----------------|--------------------------------|--|
| Classification:  | Simple  |                 |                                |  |
| Type of Transaction:   | G2C – Government to Citizen   |                 |                                |  |
| Who may Avail:   | Students currently enrolled or the Authorized Representative          |                 |                                |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |                 |                                |  |
| 1. Registration form in four (4) copies signed by the Director of the Registrar Office | 1. Client – Students / Authorized Representative                      |                 |                                |  |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME                | PERSON RESPONSIBLE   |
| 1. Present the Registration Form   | 1. Receive and verify four (4) copies of the system Registration Form | None            | 1 minute                       | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
| 2. Receive the four (4) verified copies of Registration Form                           | None  | None            | 10 seconds                     | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
|  | <b>TOTAL</b>  | <b>None</b>     | <b>1 minute and 10 seconds</b> |  |

#### 45. Signing of Student Clearance Form

Provision of Cashiering Services to University students

| Office or Division:   | Cashiering Unit  |  |                                |  |
|---|--|--|--------------------------------|--|
| Classification:   | Simple   |  |                                |  |
| Type of Transaction:  | G2C – Government to Citizen  |  |                                |  |
| Who may Avail:  | Students currently enrolled or the Authorized Representative       |  |                                |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |  |                                |  |
| 1. Clearance Form   | 1. Client – Students / Authorized Representative                   |  |                                |  |
| 2. Proof of Payment (if graduating students)                                | 2. Client – Students / Authorized Representative                   |  |                                |  |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID                              | PROCESSING TIME                | PERSON RESPONSIBLE   |
| 1. Present clearance form and the proof of payment (if graduating students) | 1. Verify student's account status based on the record of the unit | None   | 45 seconds                     | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
| 2. If without balance   | 2. Sign the clearance form   | None   | 10 seconds                     | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
| 2.1 If with balance, pay the balance  | 2.1 Issue Official Receipt (OR) and sign the clearance form        | Balance as per record                        | 1 minute                       |  |
| 3. Receive the signed clearance form  | 3. Release the signed clearance form                               | None   | 5 seconds                      | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
|   | <b>TOTAL</b>   | <b>Balance as per record (if applicable)</b> | <b>1 minute and 50 seconds</b> |  |



### 46. Signing of Faculty Member's Clearance

Provision of Cashiering Services to University Faculty Members

| Office or Division:   |  | Cashiering Unit   |                                |   |
|---|--|---|--------------------------------|---|
| Classification:   |  | Simple  |                                |   |
| Type of Transaction:  |  | G2G – Government to Government Employee(s)              |                                |   |
| Who may Avail:  |  | RSU Faculty Members / Authorized Representative         |                                |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>                                  |                                |   |
| 1. Clearance Form   |  | 1. Client – Faculty Members / Authorized Representative |                                |   |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID   | PROCESSING TIME                | PERSON RESPONSIBLE  |
| 1. Present Clearance Form   | 1. Verify faculty member's account status based on the record of the collecting officers | None  | 35 seconds                     | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers<br>Dana Faith M. Duran, University Cashier |
| 2. If without balance, sign the clearance form;<br>If with balance, pay the balance | 2. Sign the clearance form   | None  | 10 seconds                     | Dana Faith M. Duran, University Cashier; Mary Jean D. Balse and Jenley F. Foja, Collecting Officers   |
|   | 2.1 Issue Official Receipt (OR) and sign the clearance form                              | Balance as per record                                   | 1 minute                       |   |
| 3. Receive the signed clearance form  | 3. Release the signed clearance form   | None  | 5 seconds                      | Dana Faith M. Duran, University Cashier   |
|   | <b>TOTAL</b>   | <b>Balance as per record (if applicable)</b>            | <b>1 minute and 50 seconds</b> |   |

### 47. Collection of Fees and Charges

Provision of Cashiering Services to University Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, and Other Government Agencies

| Office or Division:  |   | Cashiering Unit   |                 |  |
|--|---|---|-----------------|--|
| Classification:  |   | Simple  |                 |  |
| Type of Transaction:   |   | G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government Employee(s) or Another Government Agency           |                 |  |
| Who may Avail:   |   | Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, Other Government Agencies, Prospective Enrollees             |                 |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>  |                 |  |
| 1. Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Certifications or Sales Invoice                  |   | 1. Client – Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, Other Government Agencies, Prospective Enrollees |                 |  |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME | PERSON RESPONSIBLE   |
| 1. Present the Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Certifications or Sales Invoice      | 1. Check the presented requirement and verify the amount to be paid | None  | 2 minutes       | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
| 2. Pay the corresponding amount indicated in the Statement of Account or Registration Form or Completion Form or Request Form or Certifications or Sales Invoice | 2. Receive the payment and issue Official Receipt (OR)              | Balance indicated in any of the presented requirement   | 7 minutes       | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |



|  |  |  |                   |  |
|--|--|--|-------------------|--|
| 3. Receive the Official Receipt (OR); Receive, count, and confirm the change before leaving. | 3. Handover the client's copy of OR and the corresponding change. Segregate the duplicate and triplicate copy of the OR for filing and COA's copy. | None   | 1 minute          | Mary Jean D. Balse and Jenley F. Foja, Collecting Officers |
|  | <b>TOTAL</b>   | <b>Balance indicated in any of the presented requirement</b> | <b>10 minutes</b> |  |

#### 48. Cash Disbursement of Wages and Other Claims

Provision of Cashiering Services to University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative

|                      |   |
|----------------------|---|
| Office or Division:  | Cashiering Unit   |
| Classification:      | Simple  |
| Type of Transaction: | G2C – Government to Citizen;<br>G2G – Government to Government Employee(s) or Another Government Agency                   |
| Who may Avail:       | University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE   |
|--|---|
| 1. Identification Card<br><br><i>*Authorization letter is required if claims will be claimed by an authorized representative</i><br><br><i>*Special Power of Attorney (SPA) is required for CHED Financial Assistance disbursement</i> | 1. Client – University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative<br><br>Client - Parents, Authorized Representative<br><br>Client - Parents, Authorized Representative |
| 2. Payroll   | 2. Disbursing Officer in-charge   |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
|---|---|-----------------|-------------------|--|
| 1. Notify the Disbursing Officer on the nature of claims and present Identification Card  | 1. Verify the availability of the claims  | None            | 2 minutes         | Dana Faith M. Duran, Francis D. Rafael, and Mary Jo F. Fronda, Disbursing Officers |
| 2. If claims are not yet available, the transaction ends.<br><br><i>*If the claims are available, sign the "Signature (remarks)" portion of the payroll presented by the Disbursing Officer</i> | 2. Verify the signature of the client on the payroll as against the signature on the ID presented | None            | 4 minutes         | Dana Faith M. Duran, Francis D. Rafael, and Mary Jo F. Fronda, Disbursing Officers |
| 3. Receive the cash and count the bills and coins to check accuracy before leaving the Cashier's Office   | 3. Release the corresponding amount indicated in the payroll                                      | None            | 4 minutes         | Dana Faith M. Duran, Francis D. Rafael, and Mary Jo F. Fronda, Disbursing Officers |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>10 minutes</b> |  |

#### 49. Check Disbursement of Wages and Other Claims

Provision of Cashiering Services to University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative; Suppliers; and Other Government Agencies



|                      |   |
|----------------------|---|
| Office or Division:  | Cashiering Unit   |
| Classification:      | Simple  |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government Employee(s) or Another Government Agency                           |
| Who may Avail:       | University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers, Parents or Authorized Representative, Suppliers, and Other Government Agencies |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE   |
|--|---|
| 1. Identification Card<br><i>*Authorization letter is required if claims will be claimed by an authorized representative</i> | 1. Client – University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative; Suppliers; and Other Government Agencies |
| 2. Voucher to be signed; Check Released Logbook  | 2. Cashier / Cashiering Staff   |
| Official Receipt (OR)  | Supplier; Other Government Agencies   |
| 3. Check Signed BIR 2307 Form  | 3. Cashier / Cashiering Staff   |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
|---|--|-----------------|-------------------|--|
| 1. Notify the Cashier on the nature of claims and present Identification Card (ID); <i>for authorized representative, present ID plus the authorization letter.</i>   | 1. Verify the availability of the claims   | None            | 2 minutes         | Dana Faith M. Duran, Francis D. Rafael, Mary Jo F. Fronda, Victorina B. Fajarito |
| 2. If check is available, sign the "Signature" portion on the disbursement voucher as well as in Check Released Logbook and indicate date of receipt.<br><br><i>*Suppliers and Other Government Agency(ies) are required to issue Official Receipt (OR) corresponding to the amount of check.</i><br><br><i>*If the check is not yet available, the transaction ends.</i> | 2. Verify the signature of the client on the disbursement voucher as against the signature on the Identification Card presented; and check the accuracy of the OR issued by the suppliers and Other Government Agency(ies) | None            | 6 minutes         | Dana Faith M. Duran, Francis D. Rafael, Mary Jo F. Fronda, Victorina B. Fajarito |
| 3. Receive the check; For suppliers, receive the check plus the BIR 2307 form (signed by them), generated for the corresponding transaction, before leaving the Cashier's Office  | 3. Release the check to the claimants; and for supplier include a signed copy of the BIR 2307 form; Attach the OR to the corresponding signed voucher  | None            | 2 minutes         | Dana Faith M. Duran, Francis D. Rafael, Mary Jo F. Fronda, Victorina B. Fajarito |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>10 minutes</b> |  |

### 50. Issuance of Certification of Grades

| Office or Division:              | Office of the University Registrar      |
|----------------------------------|---|
| Classification:                  | Simple                                  |
| Type of Transaction:             | G2C – Government to Citizen             |
| Who may Avail:                   | Students                                |
| CHECKLIST OF REQUIREMENTS        | WHERE TO SECURE                         |
| Registration Form and Grade Slip | University Registrar's Office *Window 1 |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                         | PERSON RESPONSIBLE      |
|--|--|-----------------|---|-------------------------|
| 1. Fill out Student Application Form                         | 1. Issues the Student Application Form and Feedback Form   | None            | 2 minutes                               | Ms. Ma. Nelda R. Bullos |
| 2. Submits requirements                                      | 2. Encode the information as stated on the Student and Records Application form on the Student Records Application Monitoring Information                      | None            | 3 minutes                               | Ms. Ma. Nelda R. Bullos |
| 3. N/A   | 3. Verify the grades, encode Certification of Grades for Scholars, and forward Certification of Grades to the Office of the University Registrar for signature | None            | 1 hour                                  | Ms. Ma. Rhona Martinez  |
| 4. N/A   | 4. Signs the Certification of Grades   | None            | 3 seconds                               | Ms. Annabelle F. Ida    |
| 5. Receives Certification of Grades and signs in the logbook | 5. Affix documentary stamps and stamp the University Dry Seal and release Certification of Grades to the client  | None            | 2 minutes                               | Ms. Ma. Rhona Martinez  |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>1 hour, 7 minutes, and 3 seconds</b> |                         |

### 51. Request for Transcript of Records

|                                  |                                    |
|----------------------------------|------------------------------------|
| Office or Division:              | Office of the University Registrar |
| Classification:                  | Simple                             |
| Type of Transaction:             | G2C – Government to Citizen        |
| Who may Avail:                   | Students/ Alumni                   |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>             |
| Clearance                        | College Concerned                  |
| Book-Bounded Thesis              | Student Concerned                  |
| Documentary Stamp                | Window 1                           |
| Receipt of Payment               | Student Concerned                  |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID      | PROCESSING TIME  | PERSON RESPONSIBLE      |
|---|--|----------------------|------------------|-------------------------|
| 1. Fill out the Student Application Form  | 1. Issues the Student Application Form and Feedback Form and verifies student's information  | None                 | 1 minute         | Ms. Ma. Nelda R. Bullos |
| 2. Submits requirements and Request for TOR   | 2. Encodes the information as stated on the Student Records Application form on the Student Records Application Monitoring Information | None                 | 2 minutes        | Ms. Ma. Nelda R. Bullos |
| 3. Proceed to Cashier for payment   | 3. Issues Official Receipt   | ₱ 20.00/ page        | 2 minutes        | Cashier's Staff         |
| 4. Returns to the Office of the Registrar and submit the completed Student Records Application, Official Receipt and Documentary Stamps | 4. Receives Students Records Application and Official Receipt of Payment and inform the student to wait for the release update online  | None                 | 3 minutes        | Ms. Ma. Nelda R. Bullos |
| 5. N/A  | 5. Forward the student's Application Form and Official Receipt to the Records Section  | None                 | 1 minute         | Ms. Ma. Nelda R. Bullos |
|   | <b>TOTAL</b>   | <b>₱ 20.00/ page</b> | <b>9 minutes</b> |                         |



## 52. Issuance of Adding/Dropping Form

| Office or Division:   | Office of the University Registrar                         |   |                   |                           |
|---|--|---|-------------------|---------------------------|
| Classification:   | Simple   |   |                   |                           |
| Type of Transaction:  | G2C – Government to Citizen                                |   |                   |                           |
| Who may Avail:  | Students   |   |                   |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>                                     |   |                   |                           |
| Adding/ Dropping Form   | Registrar's Office Counter                                 |   |                   |                           |
| Official Receipt  | Student  |   |                   |                           |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID                                   | PROCESSING TIME   | PERSON RESPONSIBLE        |
| 1. Ask for Adding/Dropping Form   | 1. Give the Student Applicant an Adding/ Dropping Form     | None  | 1 minute          | Ms. Ma. Rhona S. Martinez |
| 2. Fill out the Adding/Dropping Form and proceed to the Dean's Office for signature         | 2. Sign the Adding/ Dropping Form                          | None  | 10 minutes        | College Secretary<br>Dean |
| 3. Proceed to the Cashier's Office for payment  | 3. Issues Official Receipt of payment                      | P 20.00/<br>Adding/<br>Dropping<br>Form           | 20 minutes        | Cashier Staff             |
| 4. Submits the Adding/Dropping Form to the Office of the University Registrar for signature | 4. Signs the Adding/ Dropping Form                         | None  | 1 minute          | Ms. Annabelle F. Ida      |
| 5. Receives the signed Adding/ Dropping Form  | 5. Releases the Adding/ Dropping Form copy for the student | None  | 1 minute          | Ms. Ma. Rhona S. Martinez |
|   | <b>TOTAL</b>   | <b>P 20.00/<br/>Adding/<br/>Dropping<br/>Form</b> | <b>33 minutes</b> |                           |

## 53. Issuance of Completion of Grade Form

| Office or Division:                                  | Office of the University Registrar     |                                |                 |                           |
|--|--|--------------------------------|-----------------|---------------------------|
| Classification:                                      | Simple                                 |                                |                 |                           |
| Type of Transaction:                                 | G2C – Government to Citizen            |                                |                 |                           |
| Who may Avail:                                       | Students                               |                                |                 |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                     | <b>WHERE TO SECURE</b>                 |                                |                 |                           |
| Completion Form                                      | Registrar's Office Counter             |                                |                 |                           |
| Official Receipt                                     | College                                |                                |                 |                           |
| CLIENT STEPS   | AGENCY ACTION                          | FEES TO BE PAID                | PROCESSING TIME | PERSON RESPONSIBLE        |
| 1. Ask for the Completion Form and fill out the form | 1. Issues the Student Completion Form  | None                           | 1 minute        | Ms. Ma. Rhona S. Martinez |
| 2. Proceed to the Faculty Room and Dean's Office     | 2. Signs the Completion Form           | None                           | 10 minutes      | Faculty Concerned<br>Dean |
| 3. Proceed to the Cashier's Office for payment       | 3. Issues official receipt for payment | P 30.00/<br>Completion<br>Form | 5 minutes       | Cashier Staff             |



|  |   |   |                   |                           |
|--|---|---|-------------------|---------------------------|
| 4. Submits the Completion Form to the Office of the University Registrar for Signature | 4. Signs the Completion Form                              | None                                    | 1 minute          | Ms. Annabelle F. Ida      |
| 5. Receives the copy of Completion Form  | 5. Releases the Completion Grade Form copy of the student | None                                    | 1 minute          | Ms. Ma. Rhona S. Martinez |
| <b>TOTAL</b>   |   | <b>P 30.00/<br/>Completion<br/>Form</b> | <b>18 minutes</b> |                           |

#### 54. Issuance of Diploma

|   |  |                        |                        |                           |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division:                                 | Office of the University Registrar   |                        |                        |                           |
| Classification:                                     | Simple   |                        |                        |                           |
| Type of Transaction:                                | G2C – Government to Citizen  |                        |                        |                           |
| Who may Avail:                                      | Alumni   |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                    | <b>WHERE TO SECURE</b>   |                        |                        |                           |
| Clearance/Transcript of Records, Documentary Stamps | Alumni   |                        |                        |                           |
| <b>CLIENT STEPS</b>                                 | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submits clearance and documentary stamps         | 1. Receives the Clearance Form and Documentary Stamps                            | None                   | 1 minute               | Mr. Angelo Q. Maulion     |
| 2. N/A  | 2. Affix documentary stamps, stamp the University Dry Seal, and Scan the Diploma | None                   | 8 minutes              | Ms. Ma. Rhona S. Martinez |
| 3. Receives the Diploma and Signs in the Logbook    | 3. Release the Diploma and Give Feedback Form                                    | None                   | 1 minute               | Ms. Ma. Rhona S. Martinez |
|   | <b>TOTAL</b>   | <b>None</b>            | <b>10 minutes</b>      |                           |

#### 55. Determination of Method of Procurement

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division:   | Bids and Awards Committee   |                        |                        |                           |
| Classification:   | Simple  |                        |                        |                           |
| Type of Transaction:  | G2C – Government to Citizen   |                        |                        |                           |
| Who may Avail:  | End-Users   |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                        |                        |                           |
| Purchase Request four (4) copies certified by the Budget Officer and Approved by the Head of the Procuring Entity | Bids and Awards Committee Office  |                        |                        |                           |
| Project Procurement Management Plan   | End-Users, Suppliers  |                        |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Receive the PR/TOR/ POW from End-User  | 2. Verify if it has a certification from the certifying bodies  | None                   | 3 minutes              | Ms. Carren F. Mores       |
| 2. Consolidate all the submitted PR's   | 2. Categorize the PR's according to their purpose (e.g. Goods and Services, Infrastructure Projects or Consulting Services) | None                   | 3 minutes              | Ms. Carren F. Mores       |



|  |   |             |                   |  |
|--|---|-------------|-------------------|--|
| 3. Determination of Method of Procurement                | 3. Conducts a meeting to discuss the proposed consolidated PRs, and determine the method of procurement, as follows: <ul style="list-style-type: none"> <li>• Public-Bidding;</li> <li>• Negotiated Procurement (Two-Failed Biddings);</li> <li>• SVP (Small-Value Procurement/ Shopping with Philgeps (52.1b);</li> <li>• Shopping without Philgeps (52.1a); &amp; Direct Contracting</li> </ul> | None        | 5 minutes         | BAC Members                                    |
| 4. Referral of Procurement Projects to the Support Units | 4. The BAC refers the procurement to the BAC Secretariat if the determined method of Procurement is Public Bidding or Negotiated Procurement (Two-Failed Biddings). However, if other methods of Procurement have been determined, the BAC would refer to the procurement project to the Procurement Management Office  | None        | 3 minutes         | BAC Members<br>BAC Secretariat<br>Staff<br>PMO |
| <b>TOTAL</b>   |   | <b>None</b> | <b>14 minutes</b> |  |

**56. Pre-enrollment Medical Examination**

|  |  |
|--|--|
| Office or Division:  | Health Services Unit   |
| Classification:  | Simple   |
| Type of Transaction:   | G2C – Government to Citizen  |
| Who may Avail:   | Incoming First Year Students (including transferees, returnees, shifters and unit earners)   |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |
| Accomplished/filled-up Student Medical Record Form   | Health Services Unit   |
| Results of the following medical laboratory requirements: <ul style="list-style-type: none"> <li>• Chest x-ray with official reading</li> <li>• Urinalysis</li> <li>• Complete Blood Count</li> <li>• Drug Test</li> </ul> | Laboratory request Form - Health Services Unit<br><br>Laboratory and Diagnostic Procedures done at any medical laboratory clinic of their choice |



| <b>Note: Shifters are not required to submit new laboratory requirements</b>   |  |                 |   |                                     |
|--|--|-----------------|---|-------------------------------------|
| 1pc. Long Brown envelope   | Incoming Student   |                 |   |                                     |
| 1pc. 2x2 picture (white background) with full name written at the back   | Incoming Student   |                 |   |                                     |
| Enrollment Routing Slip  | Admission Office   |                 |   |                                     |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                                       | PERSON RESPONSIBLE                  |
| <b>A. New Student (Including unit earners and transferees)</b>   |  |                 |   |                                     |
| A.1 Obtain Student medical Record form to be filled-up and attach 2x2 picture.   | A. 1 Provide the necessary medical form and guide the client in filing the form.   | None            | 2 minutes   | Nurse on Duty/<br>Student Assistant |
| A.2 Accomplish student medical record form together with the medical laboratory requirements and enrollment routing form/slip.   | A.2 Check the necessary details for completeness of the data and note alterations in laboratory results.   | None            | 2 minutes   | Nurse on Duty                       |
| <b>B. Old Student (Returnees and shifters)</b>   |  |                 |   |                                     |
| B.1 Provide full name and year of enrollment to the nurse-on duty/student assistant.   | B.1 Locate client's medical record from the file cabinet using the E-Data Medical Record.  | None            | 2 minutes   | Nurse on Duty/<br>Student Assistant |
| B.2 Update student medical record data then submit it with the medical laboratory requirements and enrollment routing form/slip. | B.2 Check the necessary data for updates and completeness and note alterations in laboratory results.  | None            | 2 minutes   | Nurse on Duty/<br>Student Assistant |
| <b>Note: Shifters are not required to submit new laboratory requirements</b>   |  |                 |   |                                     |
| 3. Height, Weight and Vital Signs Taking   | 3. Get and record the initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height and weight)  | None            | 5 minutes   | Nurse on Duty/<br>Student Assistant |
| 4. Medical History Taking  | 4. Obtain clients past medical and surgical history, family history, personal/social history, immunization history and for females Obstetric/Gynecologic history.<br><br>4.1 Ask the client relevant questions as to the visit | None            | 5 minutes   | Nurse on Duty                       |
| 5. Physical Assessment   | 5. Ask the client relevant questions pertaining to present health history  | None            | Simple Cases: 5 minutes,<br>Complicated Cases: 15mins | Physician on Duty/<br>Nurse on Duty |



|  |  |             |  |                                     |
|--|--|-------------|--|-------------------------------------|
|  | 5.1 Head to toe assessment   |             | *Depending on the availability of the retainer physician as scheduled by nurse on duty |                                     |
| 6. Referral: for those with significant findings or altered laboratory results | 6. Follow the steps/ process for consultation and referrals                      | None        | 3 minutes  | Nurse on Duty                       |
| 7. Wait for signed Routing slip to be returned.                                | 7. Encode needed data on E-Data Medical Record and sign routing slip afterwards. | None        | 3 minutes  | Nurse on Duty                       |
| 8. Sign in the Logbook for Pre-enrollment Medical Exam.                        | 8. Secure completeness of data in the Logbook.                                   | None        | 2 minutes  | Nurse on Duty/<br>Student Assistant |
|  | <b>TOTAL</b>   | <b>None</b> | <b>Simple Cases: 30 minutes</b><br><b>Complicated Cases: 40 minutes</b>                |                                     |

### 57. Annual Medical Examination

|  |                             |
|--|-----------------------------|
| Office or Division:                            | Health Services Unit        |
| Classification:                                | Simple                      |
| Type of Transaction:                           | G2C – Government to Citizen |
| Who may Avail:                                 | Faculty and Staff           |
| <b>CHECKLIST OF REQUIREMENTS</b>               | <b>WHERE TO SECURE</b>      |
| Accomplished/Filled-up Employee Medical Record | Health Services Unit        |
| Consultation Form                              | Health Services Unit        |

| CLIENT STEPS             | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                  |
|--------------------------|---|-----------------|-----------------|-------------------------------------|
| 1. Pre-Examination Phase | 1. Locate client's medical record from the file cabinet<br><br>1.1 Ask the client relevant health information as to the purpose of visit<br><br>1.2 Take and record the following vital signs of the client: <ul style="list-style-type: none"> <li>• Temperature</li> <li>• Blood pressure</li> <li>• Heart rate</li> <li>• Respiratory Rate</li> <li>• Oxygen Saturation</li> <li>• Height and</li> <li>• Weight</li> </ul> 1.3 File and record laboratory results submitted by the client<br><br>1.4 Refer to the retainer physician laboratory results with abnormal findings | None            | 5 minutes       | Nurse on Duty<br>Retainer Physician |



|                              |  |             |                   |               |
|------------------------------|--|-------------|-------------------|---------------|
| 2. Medical Examination Phase | 2. Consult with the retainer physician<br><br>2.1 Carry out other interventions needed<br><br><i>*For client with alterations in the laboratory requests submitted</i><br><br>2.2 The nurse on duty shall provide clear and adequate instruction related to home medications, health practices and schedule of follow up visit as ordered by the physician | None        | 5 minutes         | Nurse on Duty |
| 3. Post consultation         | 3. Document all the procedures done in the client medical record   | None        | 3 minutes         | Nurse on Duty |
| 4. Sign in the Logbook       | 4. Secure completeness of the data in the logbook provided by the HSU  | None        | 1 minute          | Nurse on Duty |
|                              | <b>TOTAL</b>   | <b>None</b> | <b>17 minutes</b> |               |

### 58. Medical Consultation

|                                  |  |                        |  |  |
|----------------------------------|--|------------------------|--|--|
| Office or Division:              | Health Services Unit   |                        |  |  |
| Classification:                  | Simple   |                        |  |  |
| Type of Transaction:             | G2C – Government to Citizen  |                        |  |  |
| Who may Avail:                   | Students, Faculty, and Staff   |                        |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>   |                        |  |  |
| Student/Employee Medical Record  | Health Services Unit   |                        |  |  |
| Consultation Form                | Health Services Unit   |                        |  |  |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                                       | <b>PERSON RESPONSIBLE</b>  |
| 1. Pre-Consultation Phase        | 1. Locate client's medical record from the file cabinet  | None                   | 2 minutes  | Nurse on Duty/<br>Student Assistant                              |
| 2. Consultation Phase            | 2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form<br><br>Ask the client relevant health information as to the purpose of visit | None                   | 5 minutes  | Nurse on Duty  |
| 3. Referral Phase                | 3. If retainer physician is available, refer the client by relaying information through telephone call or messaging app. for further evaluation and management.  | None                   | 5 minutes<br>Depending on availability of retainer physician | Nurse on Duty<br>Retainer Physician<br>Health Facility Personnel |



|   |   |             |                   |                                     |
|---|---|-------------|-------------------|-------------------------------------|
|   | 3.1 If not, refer client by contacting nearby health facility or any physician of choice by the client.   |             |                   |                                     |
| 4. Treatment Phase/Medicine distribution and administration | 4. Administer medicine as needed or as per doctor's order.<br><br>4.1 Give instructions as to take home medications.<br><br>4.2 Record medical intervention /management administered to the client on the consultation form | None        | 5 minutes         | Nurse on Duty                       |
| 5. Sign in the logbook provided                             | 5. Secure completeness of the data in the medicine logbook  | None        | 1 minute          | Nurse on Duty/<br>Student Assistant |
|   | <b>TOTAL</b>  | <b>None</b> | <b>13 minutes</b> |                                     |

**59. Dispensing and Administration of Medicines/Medical Supplies**

|                                  |  |                        |                        |                                 |
|----------------------------------|--|------------------------|------------------------|---------------------------------|
| Office or Division:              | Health Services Unit   |                        |                        |                                 |
| Classification:                  | Simple   |                        |                        |                                 |
| Type of Transaction:             | G2C – Government to Citizen  |                        |                        |                                 |
| Who may Avail:                   | Students, Faculty, and Staff   |                        |                        |                                 |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>   |                        |                        |                                 |
| Student/Employee Medical Record  | Health Services Unit   |                        |                        |                                 |
| Consultation Form                | Health Services Unit   |                        |                        |                                 |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>       |
| 1. Pre-Consultation Phase        | Locate client's medical record from the file cabinet   | None                   | 2 minutes              | Nurse on Duty/Student Assistant |
| 2. Consultation Phase            | 2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form<br><br>Ask the client relevant health information as to the purpose of visit | None                   | 5 minutes              | Nurse on Duty                   |



|   |  |             |                   |                                  |
|---|--|-------------|-------------------|----------------------------------|
| 3. Treatment Phase/Medicine distribution and administration | 3.a Administer medicine as needed or as per doctor's order.<br><br>3.b Give instructions as to take home medications.<br><br>3.c Record medical intervention /management administered to the client on the consultation form | None        | 5 minutes         | Nurse on Duty                    |
| 4. Sign in the logbook provided                             | 4. Secure completeness of the data in the medicine logbook   | None        | 1 minute          | Nurse on Duty /Student Assistant |
| <b>TOTAL</b>  |  | <b>None</b> | <b>13 minutes</b> |                                  |

### 60. Request for Referral

| Office or Division:   | Health Services Unit   |                 |                 |                    |
|---|--|-----------------|-----------------|--------------------|
| Classification:   | Simple   |                 |                 |                    |
| Type of Transaction:  | G2C – Government to Citizen  |                 |                 |                    |
| Who may Avail:  | Students, Faculty, and Staff   |                 |                 |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |                 |                 |                    |
| Referral Form   | Health Services Unit   |                 |                 |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide the nurse-on-duty with personal details such as full name, age, sex, year and course.<br><br><i>*Referral steps shall only be done after undergoing consultation or assessment by the nurse/physician-on-duty.</i> | 1. Write details on the referral form.   | None            | 2 minutes       | Nurse on Duty      |
| 2. Assessment   | 2. Indicate vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) on the referral form.<br>Obtain relevant information about the visit such as:<br>a. Chief complaint<br>b. Brief history of illness<br>c. Medications taken and management done<br>d. Reason for referral | None            | 5 minutes       | Nurse on Duty      |
| 3. Referral Phase   | 3. Refer the client by contacting other health care facility or clinic of choice and relaying needed information to them.  | None            | 2 minutes       | Nurse on Duty      |



|                                 |   |             |                   |                                     |
|---------------------------------|---|-------------|-------------------|-------------------------------------|
|                                 | 3.1 Secure completeness of data in the referral form provided.  |             |                   |                                     |
| 4. Issuance Referral Form       | 4. Give referral form to the client and instruct the client to return the referral slip provided by the HSU | None        | 2 minutes         | Nurse on Duty                       |
| 5. Sign in the logbook provided | 5. Secure completeness of the data in the referral logbook  | None        | 1 minute          | Nurse on Duty/<br>Student Assistant |
|                                 | <b>TOTAL</b>  | <b>None</b> | <b>12 minutes</b> |                                     |

### 61. Treatment of Minor Injury and Dressing of Wounds

| Office or Division:                               | Health Services Unit   |                 |                   |                         |
|---|--|-----------------|-------------------|-------------------------|
| Classification:                                   | Simple   |                 |                   |                         |
| Type of Transaction:                              | G2C – Government to Citizen  |                 |                   |                         |
| Who may Avail:                                    | Students, Faculty, and Staff   |                 |                   |                         |
| <b>CHECKLIST OF REQUIREMENTS</b>                  | <b>WHERE TO SECURE</b>   |                 |                   |                         |
| 1. Student/Employee Medical Record                | Health Services Unit   |                 |                   |                         |
| 2. Consultation Form                              | Health Services Unit   |                 |                   |                         |
| 3. Referral Form                                  | Health Services Unit   |                 |                   |                         |
| CLIENT STEPS                                      | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE      |
| 1. Pre-Treatment Phase                            | 1. Locate client's medical record from the file cabinet<br><br>1.1 Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form<br><br>1.2 Ask the client relevant information about the injury. | None            | 2 minutes         | Nurse on Duty           |
| 2. Application/ Administration of Basic First Aid | 2. Perform the following nursing intervention if needed:<br>- Wound dressing<br>Bandaging and splinting techniques   | None            | 5 minutes         | Nurse on Duty           |
| 3. Referral Phase                                 | 3. If needed, refer the client to other health care facility or clinic of choice for further evaluation and management following the steps for <b>Referral</b> .   | None            | 2 minutes         | Nurse on Duty           |
| 4. Sign in the logbook provided                   | 4. Secure completeness of the data in the logbook  | None            | 1 minute          | Nurse on duty<br>Client |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>12 minutes</b> |                         |



## 62. Medical Examination (OJT, Off Campus Activities, Scholarships, Employment)

|   |   |
|---|---|
| Office or Division:   | Health Services Unit  |
| Classification:   | Simple  |
| Type of Transaction:  | G2C – Government to Citizen   |
| Who may Avail:  | Students for Internship, OJT and Out-of-Campus Activities, Athletes for Sports Olympics and Cultural Competitions                               |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |
| Accomplished/filled-up Student Medical Record Form  | Health Services Unit  |
| Photocopy of results of the following medical laboratory requirements: <ul style="list-style-type: none"> <li>• Chest x-ray with official reading</li> <li>• Urinalysis</li> <li>• Complete Blood Count</li> <li>• Pregnancy Test for Females</li> </ul> <p><b>Note:</b> Additional laboratory and diagnostic tests may be added or changed depending on or as required by the physician who will sign the medical certificate.</p> | Laboratory Request Form - Health Services Unit<br><br>Laboratory and Diagnostic Procedure done at any medical laboratory clinic of their choice |
| Form 3 – for Athletes and SCAO participants   | Office/Unit/Department Concerned  |
| Medical Certificate Form - for Internship, OJT and Other out-of-campus activities   | Office/Unit/Department Concerned  |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                  |
|--|--|-----------------|-----------------|-------------------------------------|
| 1. Provide your full name and year of enrollment to the nurse-on duty/student assistant.   | 1. Locate client's medical record from the file cabinet using the E-Data Medical Record.   | None            | 3 minutes       | Nurse on Duty/<br>Student Assistant |
| 2. Obtain Student medical Record form to be filled up.   | 2. Provide the necessary medical form and guide the client in filing the form.   | None            | 2 minutes       | Nurse on Duty/<br>Student Assistant |
| 3. Height, Weight and Vital Signs Taking   | 3. Get and record the initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height, and weight) | None            | 3 minutes       | Nurse on Duty/<br>Student Assistant |
| 4. Submit accomplished student medical record form together with the medical laboratory requirements and Form 3 or Medical Certificate Form. | 4. Check the necessary details for completeness of the data and note alterations in laboratory results.  | None            | 2 minutes       | Nurse on Duty                       |



|  |   |             |   |  |
|--|---|-------------|---|--|
| 5. Medical History Taking  | 5. Obtain client's past medical and surgical history, family history, personal/social history, immunization history and for females Obstetric/Gynecologic history.<br><br>5.1 Ask the client relevant questions as to the visit   | None        | 3 minutes   | Nurse on Duty  |
| 6. Physical Assessment   | 6. Ask the client relevant questions pertaining to present health history and indicate it on the form<br><br><i>*Head to toe assessment</i>   | None        | Simple Cases: 5 minutes<br>Complicated Cases: 10 minutes<br><br><i>*Depending on the availability of the retainer physician as scheduled by nurse on duty</i> | Physician on Duty/<br>Nurse on Duty                                |
| 7. Referral: for those with significant findings or altered laboratory results | 7. <b>Note:</b> Follow the steps/ process for consultation and referrals  | None        | 2 minutes   | Nurse on Duty  |
| 8. Signing of Form3 or Medical Certificate form                                | 8. If retainer physician is available, relay results of physical assessment done and refer for further assessment and signing of medical certificates.<br><br>If not, proceed with step #9 then coordinate with physicians from nearby health facilities or clinics for scheduling.<br><br><b>Note:</b> <i>Only licensed government physicians may sign medical certificates for sports olympics, cultural competitions and other any out-of-campus activities except for OJT and Internship.</i> | None        | Simple Cases: 5 minutes<br>Complicated Cases: 10 minutes<br><br><i>*Depending on the availability of the retainer physician as scheduled by nurse-on-duty</i> | Retainer Physician/Physician from nearby health facilities/clinics |
| 9. Sign in the Logbook for Medical Examination                                 | 10. Secure completeness of data in the Logbook.   | None        | 2 minutes   | Nurse on Duty/<br>Student Assistant                                |
|  | <b>TOTAL</b>  | <b>None</b> | <b>Simple Cases: 27 minutes<br/>Complicated Cases: 36 minutes</b>   |  |



### 63. Counseling / Coaching / Consultation Service

| Office or Division:                                   | Guidance and Counseling Services  |                 |                              |   |
|---|---|-----------------|------------------------------|---|
| Classification:                                       | Simple  |                 |                              |   |
| Type of Transaction:                                  | G2C – Government to Citizens  |                 |                              |   |
| Who may Avail:  | Students & Employees  |                 |                              |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                      | <b>WHERE TO SECURE</b>  |                 |                              |   |
| Referral Slip (RS)                                    | Guidance and Counseling Services Office   |                 |                              |   |
| Call Slip (CS)  | Guidance and Counseling Services Office   |                 |                              |   |
| Anecdotal Record (AR)                                 | Guidance and Counseling Services Office   |                 |                              |   |
| Intake Interview Form (IIF)                           | Guidance and Counseling Services Office   |                 |                              |   |
| Confidentiality Agreement (CA)                        | Guidance and Counseling Services Office   |                 |                              |   |
| Intervention Plan                                     | Guidance and Counseling Services Office   |                 |                              |   |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME              | PERSON RESPONSIBLE  |
| 1. Sign in the Visitor's Logbook                      | Provide the visitor's logbook   | None            | 2 minutes                    | Attending Guidance Advocate / Coordinator                 |
| 2. Signify request for a session / presents Call Slip | 2.a Accommodate walk-in client /receive issued call slip<br><br>2.b Gather necessary data/information from the client | None            | 8 minutes                    | Attending Guidance Advocate / Coordinator                 |
| 3. Read and sign Confidentiality Agreement            | 2. Provide and explain the Confidentiality Agreement for first time clients   | None            | 3 minutes                    | Attending Guidance Advocate / Coordinator                 |
| 4. Participate in the session                         | 4.a Provide counseling/coaching/consultation service to the client<br><br>4.b Schedule follow- up if necessary        | None            | 63 minutes                   | Guidance Coordinator / Advocate / Counselor, Psychologist |
| 5. Sign out in the Visitor's Logbook                  | 5. Provide the Visitor's Logbook  | None            | 2 minutes                    | Attending Guidance Advocate                               |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>1 hour and 18 minutes</b> |   |



### 64. Student Profiling (Individual Inventory/Individual Inventory Update)

| Office or Division:   | Guidance and Counseling Services   |                        |                        |   |
|---|--|------------------------|------------------------|---|
| Classification:   | Simple   |                        |                        |   |
| Type of Transaction:  | G2C – Government to Citizens   |                        |                        |   |
| Who may Avail:  | Students   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |                        |                        |   |
| Individual Inventory/ Individual Inventory Update                           | Guidance and Counseling Services Office  |                        |                        |   |
| Attendance Sheet  | Guidance and Counseling 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. Signs in the Visitor's Logbook   | 1.a. Provide the Visitor's Logbook   | None                   | 2 minutes              | Attending Guidance Advocate / Coordinator |
| 2. Fill out the Individual Inventory/Individual Inventory Update form.      | 2.a. Distribute the Individual Inventory Form/Individual Inventory Update<br><br>2.b. Discuss the significance of administering Individual Inventory/Individual Inventory Update to clients.<br><br>2.c. Inform the clients about the Data Policy Law and how the data will be collected and used.<br><br>2.d. Instruct the clients on how to answer the form appropriately. | None                   | 15 minutes             | Attending Guidance Advocate / Coordinator |
| 3. Submit the accomplished Individual Inventory Form and Updates            | 3.a. Collect/Retrieve the accomplished Individual Inventory/ Individual Update form.<br>3.b. Check the appropriateness/ completeness of the filled-out form.   | None                   | 2 minutes              | Attending Guidance Advocate / Coordinator |
| 4. Make further revisions/corrections on the filled-out form, if necessary. | 4. Allow the clients to make further revisions/corrections on the filled-out forms, if necessary.  | None                   | 3 minutes              | Attending Guidance Advocate / Coordinator |
| 5. Signs out in the Visitor's Logbook                                       | 5. Provides the Visitor's Logbook  | None                   | 2 minutes              | Attending Guidance Advocate / Coordinator |
|   | <b>TOTAL</b>   | <b>None</b>            | <b>24 minutes</b>      |   |



## 65. Request for Testing

| Office or Division:                               | Guidance and Counseling Services   |                 |   |   |
|---|--|-----------------|---|---|
| Classification:                                   | Highly Technical   |                 |   |   |
| Type of Transaction:                              | G2C- Government to Clients   |                 |   |   |
| Who may Avail:                                    | Students   |                 |   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                  | <b>WHERE TO SECURE</b>   |                 |   |   |
| Individual Inventory/ Individual Inventory Update | Guidance and Counseling Services Office  |                 |   |   |
| Attendance Sheet                                  | Guidance and Counseling Services Office  |                 |   |   |
| CLIENT STEPS                                      | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                               | PERSON RESPONSIBLE  |
| 1. Sign in the Visitor's Logbook                  | 1. Provide visitor's logbook   | None            | 2 minutes                                     | Attending Guidance Advocate/Coordinator   |
| 2. Receive and fill-out request slip for testing  | 2. Provide the request slip to clients   | None            | 2 minutes                                     | Attending Guidance Advocate/Coordinator   |
| 3. Submit request slip                            | 3. Check the nature of request for testing service and verify client's records, if necessary.  | None            | 5 minutes                                     | Attending Guidance Advocate/Coordinator   |
| 4. Take the test                                  | 4.a. Distributes and administer test<br>4.b. Coordinate schedule of conduct test interpretation and release of test result<br>4.c. Conducts the scoring of the test based on the test manual | None            | 5 business days, 47 minutes                   | Registered Psychometrician, Registered Psychologist, Registered Guidance Counselor<br>Attending Guidance Advocate/Coordinator |
| 5. Participate in the test interpretation         | 5. Conduct of Test Interpretation  | None            | 45 minutes                                    | Registered Psychologist, Registered Guidance Counselor  |
| 6. Receive test results                           | 6. Release test result   | None            | 1 minute                                      | Attending Guidance Advocate/Coordinator   |
| 7. Sign out in the Visitor's Logbook              | 7. Provide Visitor's Logbook   | None            | 2 minutes                                     | Attending Guidance Advocate/Coordinator   |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>5 business days, 1 hour and 44 minutes</b> |   |



### 66. Internal Referral

| Office or Division:                  | Guidance and Counseling Services                          |                 |                   |   |
|--------------------------------------|---|-----------------|-------------------|---|
| Classification:                      | Simple  |                 |                   |   |
| Type of Transaction:                 | G2C – Government to Citizens                              |                 |                   |   |
| Who may Avail:                       | Students, Employees & Parents/Guardians                   |                 |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>     | <b>WHERE TO SECURE</b>                                    |                 |                   |   |
| Referral Slip (RS)                   | Guidance and Counseling Services Office                   |                 |                   |   |
| Call Slip (CS)                       | Guidance and Counseling Services Office                   |                 |                   |   |
| Logbook (LB)                         | Guidance and Counseling Services Office                   |                 |                   |   |
| Intake Interview (II)                | Guidance and Counseling Services Office                   |                 |                   |   |
| CLIENT STEPS                         | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                      |
| 1. Sign in the Visitor's Logbook     | 1. Provide the Visitor's Logbook                          | None            | 2 minutes         | Attending Guidance Advocate/Coordinator |
| 2. Fill out Referral Slip            | 2.a. Provide and/or Accept Referral Slip                  | None            | 10 minutes        | Attending Guidance Advocate/Coordinator |
|                                      | 2.b. Checks/Confirms the information in the Referral Slip |                 |                   |   |
|                                      | 2.c. Send Call slip to the client                         |                 |                   |   |
| 3. Sign out in the Visitor's Logbook | 3. Provide the Visitor's Logbook                          | None            | 2 minutes         | Attending Guidance Advocate/Coordinator |
|                                      | <b>TOTAL</b>  | <b>None</b>     | <b>14 minutes</b> |   |

### 67. External Referral

| Office or Division:  | Guidance and Counseling Services                          |                 |                   |   |
|--|---|-----------------|-------------------|---|
| Classification:  | Simple  |                 |                   |   |
| Type of Transaction:   | G2C – Government to Citizens                              |                 |                   |   |
| Who may Avail:   | Students, Employees & Parents/Guardians                   |                 |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                             | <b>WHERE TO SECURE</b>                                    |                 |                   |   |
| Referral Slip (RS)   | Guidance and Counseling Services Office                   |                 |                   |   |
| Call Slip (CS)   | Guidance and Counseling Services Office                   |                 |                   |   |
| Logbook (LB)   | Guidance and Counseling Services Office                   |                 |                   |   |
| Referral's Logbook (RLB)                                     | Guidance and Counseling Services Office                   |                 |                   |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
| 1. Sign in the Visitor's Logbook and accepts Call Slip       | 1.a. Provide Visitor's Logbook                            | None            | 5 minutes         | Attending Guidance Advocate / Coordinator                         |
|  | 1. b. Accept call slip and verifies information           |                 |                   |   |
| 2. Cooperate in the orientation of external referral process | 2.a. Assist and inform client about the external referral | None            | 10 minutes        | Attending Guidance Advocate / Coordinator/Counselor, Psychologist |
|  | 2.b. Inform parent of the referral, if necessary          |                 |                   |   |
| 3. Prepare external referral slip and endorsement letter     | 3. Prepares external referral slip and endorsement letter | None            | 15 minutes        | Attending Guidance Advocate / Coordinator/Counselor, Psychologist |
| 4. Signs out in the Visitor's Logbook                        | 4. Provides Visitor's Logbook                             | None            | 2 minutes         | Attending Guidance Advocate / Coordinator                         |
|  | <b>TOTAL</b>  | <b>None</b>     | <b>14 minutes</b> |   |



### 68. Follow-Up Service

|  |   |
|--|---|
| Office or Division:                      | Guidance and Counseling Services        |
| Classification:                          | Simple                                  |
| Type of Transaction:                     | G2C- Government to Citizens             |
| Who may Avail:                           | Students                                |
| <b>CHECKLIST OF REQUIREMENTS</b>         | <b>WHERE TO SECURE</b>                  |
| Call Slip                                | Guidance and Counseling Services Office |
| Session Report                           | Guidance and Counseling Services Office |
| Authorization Letter<br>(Representative) | Guidance and Counseling Services Office |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
|---|--|-----------------|-------------------|---|
| 1. Sign in the Visitor's Logbook                      | 1. Provide the visitor's logbook   | None            | 2 minutes         | Attending Guidance Advocate / Coordinator                 |
| 2. Signify request for a session / presents Call Slip | 2.a. Accommodate request for a session / review Call Slip<br><br>2.b. Refer client to attending guidance personnel for follow-up session | None            | 3 minutes         | Attending Guidance Advocate / Coordinator                 |
| 3. Participate in the session                         | 3. Conduct follow-up session   | None            | 60 minutes        | Guidance Coordinator / Advocate / Counselor, Psychologist |
| 4. Sign out in the Visitor's Logbook                  | 4.a. Provide the Visitor's Logbook   | None            | 2 minutes         | Attending Guidance Advocate / Coordinator                 |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>67 minutes</b> |   |



### 69. Career and Placement Service

| Office or Division:   | Guidance and Counseling Services  |                 |                   |   |
|---|---|-----------------|-------------------|---|
| Classification:   | Simple  |                 |                   |   |
| Type of Transaction:  | G2C- Government to Citizens   |                 |                   |   |
| Who may Avail:  | Students  |                 |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                | <b>WHERE TO SECURE</b>  |                 |                   |   |
| Logbook   | Guidance and Counseling Services Office   |                 |                   |   |
| Referral Slip   | Guidance and Counseling Services Office   |                 |                   |   |
| Admission related form  | Client  |                 |                   |   |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
| 1. Sign in the Visitor's Logbook                                | 1. Provide the visitor's logbook  | None            | 1 minute          | Attending Guidance Advocate/Coordinator   |
| 2. Signify request for service/ present referral slip           | 2.a. Receive request/referral for career and placement service<br><br>2.b. Gather necessary data or information from the client | None            | 6 minutes         | Attending Guidance Advocate/Coordinator   |
| 3. Participate in preliminary assessment                        | 3. Conduct preliminary assessment to client based on essential documents  | None            | 5 minutes         | Registered Psychologist<br>Registered Guidance Counselor<br>Registered Psychometrician              |
| 4. Cooperate in the guidance and counseling action/intervention | 4. Conduct career guidance and counseling actions / interventions   | None            | 45 minutes        | Attending Guidance Advocate/Coordinator<br>Registered Psychologist<br>Registered Guidance Counselor |
| 5. Present the admission related form, if any                   | 5. Sign the admission related form, if any  | None            | 1 minute          | Attending Guidance Advocate/Coordinator   |
| 6. Sign out in the Visitor's Logbook                            | 6. Provide the visitor's logbook  | None            | 1 minute          | Attending Guidance Advocate/Coordinator   |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>59 minutes</b> |   |



## 70. Information Service

|  |   |                        |                        |   |
|--|---|------------------------|------------------------|---|
| Office or Division:  | Guidance and Counseling Services Office (GCS)                             |                        |                        |   |
| Classification:  | Simple  |                        |                        |   |
| Type of Transaction:   | G2C   |                        |                        |   |
| Who may Avail:   | All   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                 | <b>WHERE TO SECURE</b>  |                        |                        |   |
| Request Letter   | Client  |                        |                        |   |
| Authorization Letter   | Client  |                        |                        |   |
| Valid ID   | Client  |                        |                        |   |
| Logbook  | Guidance and Counseling Services Office                                   |                        |                        |   |
| Request Form   | Guidance and Counseling 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. Sign in the visitor's logbook                                 | 1. Provide the logbook to the client                                      | None                   | 2 minutes              | Attending Guidance Advocate / Coordinator |
| 2. Give the request/ communication letter regarding infographics | 2. Receive request/ communication letter from the client                  | None                   | 2 minutes              | Attending Guidance Advocate / Coordinator |
| 3. Wait for the release of the requested information             | 3. Secure approval from the Director to release the requested information | None                   | 5 minutes              | Attending Guidance Advocate / Coordinator |
| 4. Receive the requested information                             | 4. Release the copy/ies to the client                                     | None                   | 30 minutes             | Attending Guidance Advocate / Coordinator |
| 5. Signs out the visitor's logbook                               | 5. Provides the logbook to the client                                     | None                   | 2 minutes              | Attending Guidance Advocate/Coordinator   |
|  | <b>TOTAL</b>  | <b>None</b>            | <b>41 minutes</b>      |   |

## 71. Clearance Signing

|   |   |                        |                              |   |
|---|---|------------------------|------------------------------|---|
| Office or Division:                                 | Guidance and Counseling Services  |                        |                              |   |
| Classification:                                     | Simple  |                        |                              |   |
| Type of Transaction:                                | G2C – Government to Citizens  |                        |                              |   |
| Who may Avail:                                      | Students, Employees & Parents/Guardians   |                        |                              |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                    | <b>WHERE TO SECURE</b>  |                        |                              |   |
| Student's Clearance                                 | Client  |                        |                              |   |
| Logbook (LB)  | Guidance and Counseling 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. Sign in the Visitor's Logbook                    | 1. Provide the visitor's logbook  | None                   | 1 minute                     | Attending Guidance Advocate/Coordinator |
| 2. Present the Clearance to the attending GCS staff | 2.a. Accept the student's clearance<br>2.b. Check/Verify compliance to requirements for clearance signing | None                   | 30 seconds                   | Attending Guidance Advocate/Coordinator |
| 3. Sign out in the Visitor's Logbook                | 3. Signs the clearance  | None                   | 30 seconds                   | Attending Guidance Advocate/Coordinator |
|   | <b>TOTAL</b>  | <b>None</b>            | <b>1 hour and 18 minutes</b> |   |



## 72. Assistance to Students with Special Needs Service

| Office or Division:   | Guidance and Counseling Services   |                 |                              |  |
|---|--|-----------------|------------------------------|--|
| Classification:   | Highly Technical   |                 |                              |  |
| Type of Transaction:  | G2C – Government to Citizens   |                 |                              |  |
| Who may Avail:  | Students & Employees   |                 |                              |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                                  | <b>WHERE TO SECURE</b>   |                 |                              |  |
| Referral Slip (RS)  | Guidance and Counseling Services Office  |                 |                              |  |
| Call Slip (CS)  | Guidance and Counseling Services Office  |                 |                              |  |
| Intake Interview Form (IIF)                                       | Guidance and Counseling Services Office  |                 |                              |  |
| Confidentiality Agreement (CA)                                    | Guidance and Counseling Services Office  |                 |                              |  |
| Evaluation/Assessment Form (E/AF)                                 | Guidance and Counseling Services Office  |                 |                              |  |
| Logbook (LB)  | Guidance and Counseling Services Office  |                 |                              |  |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME              | PERSON RESPONSIBLE                                       |
| 1. Sign in the Visitor's Logbook                                  | 1. Provide the visitor's logbook   | None            | 2 minutes                    | Attending Guidance Advocate/Coordinator                  |
| 2. Signify request for assistance / present Referral Slip         | 2. Accommodate request or review Referral Slip<br><br>2.b. Gather necessary data/information from the client | None            | 6 minutes                    | Attending Guidance Advocate/Coordinator                  |
| 3. Read and sign Confidentiality Agreement                        | 3. Provide and explains the Confidentiality Agreement for first time clients                                 | None            | 3 minutes                    | Attending Guidance Advocate/Coordinator                  |
| 4. Participate in the preliminary assessment                      | 4. Conduct preliminary assessment to client based on essential documents                                     | None            | 5 minutes                    | Registered Psychologist<br>Registered Guidance Counselor |
| 5. Cooperate in the guidance and counseling actions/interventions | 5. Conduct career guidance and counseling actions / interventions  | None            | 60 minutes                   | Registered Psychologist<br>Registered Guidance Counselor |
| 6. Sign out in the Visitor's Logbook                              | 6. Provide the Visitor's Logbook   | None            | 2 minutes                    | Registered Psychologist<br>Registered Guidance Counselor |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>1 hour and 18 minutes</b> |  |



### 73. Request for Disaster Emergency Response

Provision of Disaster Risk Reduction and Management Office of the Romblon State University –Main Campus

|   |   |                        |                        |   |
|---|---|------------------------|------------------------|---|
| Office or Division:   | Disaster Risk Reduction and Management Office   |                        |                        |   |
| Classification:   | Simple  |                        |                        |   |
| Type of Transaction:  | G2C – Government to Citizen   |                        |                        |   |
| Who may Avail:  | University Officials, Employees, Students and Visitors  |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |                        |   |
| Information Data of the requesting client: Name, Age, Unit/ College/ Department, and Contact Number     |   | Client                 |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                   |
| 1. Call on the University DRRM cellphone number   | 1. Answer call and ask the following; <ul style="list-style-type: none"> <li>Nature of Emergency</li> <li>Type of Incident</li> <li>Caller's Information</li> <li>Location of the Incident- Individuals affected and status incident report.</li> </ul> | None                   | 1 minute               | RSU-DRRMO Staff/Incident Management Team                    |
|   | 1.1 Record all the information from the caller/ client.   | None                   | 3 minutes              |   |
| 2. Wait for action of the request   | 2.1. Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits.  | None                   | 3 minutes              | RSU-DRRMO Staff/Incident Management Team                    |
|   | 2.2. Mobilization of the assigned Emergency Response team towards the identified location of the incident   |                        | 5 minutes              | RSU-DRRMO Response Team and University Health Services Unit |
| 3. Depending on the situation: Wait, assist or answer relevant queries from the emergency response team | 3.1. Arrival at the scene of the incident with each member of the emergency response team performing specific task (First Aiders, Documentation, Traffic Management, Crowd Control, etc.)   | None                   | 5 minutes              | RSU-DRRMO Response Team and University Health Services Unit |
|   | 3.2. If required, Patient loading to ambulance or rescue vehicle; If Patient refuses transfer to nearest hospital, signing of waiver indicating refusal to be transferred.  | None                   | 1 minute               | RSU-DRRMO Response Team and University Health Services Unit |
| 4. If eligible, accompany patient   | 4.1. Patient transport to the nearest hospital  | None                   | 15 minutes             | RSU-DRRMO Response Team and University Health Services Unit |
|   | <b>TOTAL</b>  | <b>None</b>            | <b>33 minutes</b>      |   |

### 74. Requisition of Supplies and Materials

Provision of Supply and Property Management Office Service for Clients and Employees of the University

|                                  |                                       |                                       |  |  |
|----------------------------------|---------------------------------------|---------------------------------------|--|--|
| Office or Division:              | Supply and Property Management Office |                                       |  |  |
| Classification:                  | Simple                                |                                       |  |  |
| Type of Transaction:             | G2C – Government to Citizen           |                                       |  |  |
| Who may Avail:                   | RSU Employees                         |                                       |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b> |                                       | <b>WHERE TO SECURE</b>                |  |  |
| Accomplished/Filled-up Form      |                                       | Supply and Property Management Office |  |  |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
|---|--|-----------------|-------------------|---|
| 1. Secure Requisition and Issue Slip (RIS) Form   | 1. Issues Requisition and Issue Slip Form  | None            | 1 Minute          | Charlie F. Faa<br>Mae Angelica M. Galanga<br>Phelan F. Foja   |
| 2. Fill-up Requisition and Issue Slip in Triplicate Copy and secure the signature of the Requisitioning Officer and the Vice President for Administration and Finance | 2. Accepts the Requisition and Issue Slip  | None            | 2 Minutes         | Charlie F. Faa<br>Mae Angelica M. Galanga<br>Phelan F. Foja<br>Requisitioning Officers<br>Dr. Tomas T. Faminial |
| 3. N/A  | 3. Checks the availability of the supplies and materials   | None            | 10 Minutes        | Charlie F. Faa<br>Mae Angelica M. Galanga<br>Phelan F. Foja<br>Cheryl M. Maulion                                |
| 4. N/A  | 4. Issues the requested supplies and materials to various requisitioning officers and signs the issued portion in the RIS Form | None            | 5 Minutes         | Charlie F. Faa<br>Mae Angelica M. Galanga<br>Phelan F. Foja<br>Cheryl M. Maulion                                |
| 5. Checks and verifies the supplies and materials issued and signs the received portion of the RIS Form   | 5. N/A   | None            | 5 Minutes         | Requisitioning Officer  |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>23 minutes</b> |   |

#### 74. Inspection and Acceptance Report (For Reimbursements)

Provision of Supply and Property Management Office Service for Clients and Employees of the University

| Office or Division:  | Supply and Property Management Office  |                 |                 |  |
|--|--|-----------------|-----------------|--|
| Classification:  | Simple   |                 |                 |  |
| Type of Transaction:   | G2C – Government to Citizen  |                 |                 |  |
| Who may Avail:   | RSU Employees  |                 |                 |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |                 |                 |  |
| Inspection and Acceptance Report   | Supply and Property Management Office  |                 |                 |  |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                           |
| 1. Submit necessary documents such as Official Receipts, Sales Invoice and Pictures/ Documentation of items purchased                                      | 1. Accepts and checks submitted documentary requirements and verify the same   | None            | 1 hour          | Mae Angelica M. Galanga                      |
| 2. N/A   | 2. Prepares the Inspection and Acceptance Report in quadruplicate copy and issue RIS Form  | None            | 6 hours         | Mae Angelica M. Galanga                      |
| 3. Receive the Inspection and Acceptance Report (IAR) and secure the signature of Inspectorate Committee, fill up RIS Forms and return the IAR to the SPMO | 3. Secure one (1) copy of the IAR and RIS Form for filing and issue the remaining three (3) copies of the IAR and two (2) copies of RIS Form | None            | 1 hour          | Mae Angelica M. Galanga<br>Cheryl M. Maulion |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>8 hours</b>  |  |



### 75. Signing of Clearance

| Office or Division:  | Center for Alumni Relations and Employment Services             |   |                   |                    |
|--|---|---|-------------------|--------------------|
| Classification:  | Simple  |   |                   |                    |
| Type of Transaction:   | G2C   |   |                   |                    |
| Who may Avail:   | Graduating students   |   |                   |                    |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE                                     |                   |                    |
| Official Receipt (OR) as proof of payment of the alumni fee, or clearance signed by the university cashier |   | Office of the Cashier                               |                   |                    |
| Accomplished Data Privacy Consent Form   |   | Center for Alumni Relations and Employment Services |                   |                    |
| Completed National Skills Registration Program (NSRP) Jobseekers Registration Form                         |   | Center for Alumni Relations and Employment Services |                   |                    |
| Duly filled out Alumni Information Sheet (google drive link)   |   | Center for Alumni Relations and Employment Services |                   |                    |
| Proof of attendance in required seminars and/or webinars   |   | Center for Alumni Relations and Employment Services |                   |                    |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID                                     | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Sign in the client logbook  | 1. Verify if the client has signed in.                          | None  | 2 minutes         | Staff on Duty      |
| 2. Submit the document(s) to the assigned staff on duty.   | 2. Receive and review the document(s) for completeness.         | None  | 5 minutes         | Staff on Duty      |
| 3. Wait while the document(s) are processed  | 3. Process the documents and prepare the clearance for signing. | None  | 2 minutes         | Staff on Duty      |
| 4. Wait for the clearance to be signed   | 4. Review and sign the clearance.                               | None  | 1 minute          | CARES Director     |
| 5. Receive the signed clearance  | 5. Release the signed clearance to the client.                  | None  | 1 minute          | Staff on Duty      |
| 6. Sign out in the client logbook before leaving   | 6. Confirm that the client has signed out.                      | None  | 2 minutes         | Staff on Duty      |
|  | <b>TOTAL</b>  | <b>None</b>   | <b>13 minutes</b> |                    |

### 76. Releasing of Yearbook

| Office or Division:  | Center for Alumni Relations and Employment Services   |   |                 |                    |
|--|---|---|-----------------|--------------------|
| Classification:  | Simple  |   |                 |                    |
| Type of Transaction:   | G2C   |   |                 |                    |
| Who may Avail:   | Alumni or their authorized representative   |   |                 |                    |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE   |                 |                    |
| Official Receipt (OR) as proof of yearbook payment or inclusion in the list from the Office of the Cashier             |   | Office of the Cashier (for Batch 2023 and earlier) / Yearbook Supplier (Batch 2025 onwards) |                 |                    |
| Graduate Employability Survey (via Google Form)  |   |   |                 |                    |
| Accomplished Data Privacy Consent Form   |   |   |                 |                    |
| Completed National Skills Registration Program (NSRP) Jobseekers Registration Form <i>*applicable up to Batch 2023</i> |   |   |                 |                    |
| Duly filled out or updated Alumni Information Sheet (Gdrive link)  |   |   |                 |                    |
| Valid Identification Card of the graduate or authorized representative   |   |   |                 |                    |
| Authorization Letter with a photocopy of the graduate's valid ID <i>*if claimed by an authorized representative</i>    |   |   |                 |                    |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the client logbook  | 1. Verify if the client has signed in.  | None  | 2 minutes       | Staff on Duty      |
| 2. Present a valid ID and/or official receipt  | 2. Confirm the client's identity and verify the yearbook payment.   | None  | 1 minute        | Staff on Duty      |
| 3. Submit the required documents to the assigned staff   | 3. Receive and review the document(s) for completeness.<br><i>Note: Incomplete submissions will be returned for completion. Staff will also verify submission of the Alumni Information Sheet and Graduate Employability Survey (via Google Drive).</i> | None  | 5 minutes       | Staff on Duty      |



|  |   |             |                   |               |
|--|---|-------------|-------------------|---------------|
| 4. Wait while the document(s) are processed            | 4. Process the documents and prepare the yearbook for release | None        | 2 minutes         | Staff on Duty |
| 5. Receive the yearbook                                | 5. Release the yearbook to the client                         | None        | 2 minutes         | Staff on Duty |
| 6. Sign in the list of alumni who claimed the yearbook | 6. Confirm that the client has signed the list.               | None        | 1 minute          | Staff on Duty |
| 7. Sign out in the client logbook before leaving       | 7. Verify that the client has signed out.                     | None        | 2 minutes         | Staff on Duty |
| <b>TOTAL</b>   |   | <b>None</b> | <b>15 minutes</b> |               |

### 77. Enrollment of New Student (Grade 7 & 11)

|                      |                                   |
|----------------------|-----------------------------------|
| Office or Division:  | Laboratory Science High School    |
| Classification:      | Simple                            |
| Type of Transaction: | G2C – Government to Citizen       |
| Who may Avail:       | Clients/ Applicants for Admission |

| CHECKLIST OF REQUIREMENTS        | WHERE TO SECURE    |
|----------------------------------|--------------------|
| Enrollment Form                  | LSHS' Admin Office |
| Receipts                         | LSHS' Admin Office |
| Report card (Form 138)- Original | LSHS' Admin Office |
| Birth Certificate- Photocopy     | LSHS' Admin Office |
| Diploma- Photocopy               | LSHS' Admin Office |
| Two (2) copies of 2'x'2 pictures | LSHS' Admin Office |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                 | PERSON RESPONSIBLE                |
|--|--|-----------------|---------------------------------|-----------------------------------|
| <b>A. Pre-Enrollment</b>   |  |                 |                                 |                                   |
| 1. Online Registration and pay Admission Test Fee                            | 1. Review submitted registration form.   | ₱ 100.00        | 5 minutes                       | Admission Office<br>Cashier Staff |
| 2. Get updates for the schedule of Admission Test                            | 2. Provide schedule of Admission Test  | None            | N/A                             | Facebook Page Admin               |
| 3. Take the Admission Test at the Admission Office (transferee)              | 3. Take the LSHS Admission Test Administered by the LSHS office. (transferee)                                  | None            | 45 minutes                      | LSHS Admin and Faculty            |
| 4. Get update for the list of Admission Test passers from LSHS Facebook Page | 5. Release the result of the Admission Test  | None            | N/A                             | Facebook page Admin               |
| 5. One-on-one interview  | 5. Interview applicants who passed the Admission Test  | None            | 15 minutes                      | LSHS Admin and Faculty            |
| 6. Undergoes five-day Orientation Program                                    | 6. Completes the five-day Orientation Program designed for Grade 7 students with at least satisfactory rating. | None            | 20 hours                        | LSHS Admin and Faculty            |
|  | <b>TOTAL</b>   | <b>P 100.00</b> | <b>21 hours &amp; 5 minutes</b> |                                   |

|  |  |                                     |           |                 |
|--|--|-------------------------------------|-----------|-----------------|
| <b>B. Enrollment</b>   |  |                                     |           |                 |
| 1. Get and fill up enrollment form at the LSHS' Admin Office | 1. Provide enrolment form                        | None                                | 2 minutes | LSHS' Personnel |
| 2. Pay miscellaneous and other fees to the Cashier           | 2. Accept the payments and releases the receipts | ₱ 1,425.00 /year<br>₱ 524.00 /month | 5 minutes | Cashier Staff   |
| 3. Submits credentials to LSHS' Admin Office                 | 3. Review submitted credentials                  | None                                | 5 minutes | LSHS Secretary  |
| 4. Pay the Voluntary Fee to the enrolment committee          | 4. Accept the fee and release the receipts       | None                                | 5 minutes | Cashier Staff   |



|  |                 |   |                   |                     |
|--|-----------------|---|-------------------|---------------------|
| 5. Get updates from LSHS Facebook page | 5. Post updates | None  | N/A               | Facebook Page Admin |
|  | <b>TOTAL</b>    | <b>P1,949.00</b><br>(with 1month voluntary fee) | <b>17 minutes</b> |                     |

### 78. Enrollment of Old Student (Grade 8, 9, 10, & 12)

|                                  |                                |
|----------------------------------|--------------------------------|
| Office or Division:              | Laboratory Science High School |
| Classification:                  | Simple                         |
| Type of Transaction:             | G2C – Government to Citizen    |
| Who may Avail:                   | Students/ Clients              |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>         |
| Report Card                      | LSHS' Admin Office             |
| Enrolment Form                   | LSHS' Admin Office             |

| CLIENT STEPS   | AGENCY ACTION                                       | FEES TO BE PAID   | PROCESSING TIME  | PERSON RESPONSIBLE  |
|--|---|---|------------------|---------------------|
| <b>A. Pre-Enrollment</b>   |   |   |                  |                     |
| 1. Submits Completed Clearance Form  | 1. Review submitted form                            | None  | 2 minutes        | LSHS' Secretary     |
| 2. Present report card   | 2. Evaluates grades in the report card              | None  | 5 minutes        | Adviser             |
|  | <b>TOTAL</b>  | <b>None</b>   | <b>7 minutes</b> |                     |
| <b>B. Enrollment</b>   |   |   |                  |                     |
| 3. Go to cashier and pay the miscellaneous and voluntary fee                 | 3. Accept the fee and release receipt               | ₱ 1325.00<br>+ ₱ 524.00/ month  | 2 minutes        | Cashier Staff       |
| 4. Pay the Alumni Fee (Grade 12)   | 4. Accept the fee and release receipt               | Grade 12: ₱150.00   | 2 minutes        | Cashier Staff       |
| 5. Pay Organization Fee  | 5. Accept the fee                                   | Grade 8-10: ₱275.00<br>Grade 12: ₱200.00  | 2 minutes        | Adviser             |
| 6. Get Enrolment Route Slip  | 6. Provide route slip                               | None  | 1 minute         | LSHS' Secretary     |
| 7. Go back to LSHS Admin Office and submit fully signed enrolment route slip | 7. Keep students' photocopy of enrolment route slip | None  | 1 minute         | LSHS' Secretary     |
| 8. Get updates from LSHS Facebook Page                                       | 8. LSHS Admin Office                                | None  | N/A              | Facebook Page Admin |
|  | <b>TOTAL</b>  | <b>₱2,199.00 for Grade 12 with 1 month voluntary fee)</b><br><br><b>₱2,124.00 for Grade 8-10 with 1 month voluntary fee</b> | <b>8 minutes</b> |                     |



### 79. Enrollment of Transferee (Grade 8, 9, 10, &12)

| Office or Division:  | Laboratory Science High School                                      |   |                 |                    |
|--|---|---|-----------------|--------------------|
| Classification:  | Simple  |   |                 |                    |
| Type of Transaction:   | G2C – Government to Citizen   |   |                 |                    |
| Who may Avail:   | Clients/ Applicants for Re-Admission                                |   |                 |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |   |                 |                    |
| Report Card (Form 138)   | LSHS' Admin Office  |   |                 |                    |
| Good Moral Character   | LSHS' Admin Office  |   |                 |                    |
| 2x2 ID Picture   | LSHS' Admin Office  |   |                 |                    |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID                               | PROCESSING TIME | PERSON RESPONSIBLE |
| <b>Pre-Enrollment</b>  |   |   |                 |                    |
| 1. Present necessary documents   | 1. Review submitted documents                                       | None  | 2 minutes       | LSHS' Secretary    |
| <b>Enrollment Proper</b>   |   |   |                 |                    |
| 2. Get Enrolment form  | 2. Provide enrolment form   | None  | 1 minute        | LSHS' Secretary    |
| 3. Fill out the Enrolment form   | 3. Request clients to Fill out the Completion form                  | None  | 2 minutes       | LSHS' Secretary    |
| 4. Go to cashier and pay the miscellaneous and voluntary fee                                 | 4. Accept the fee and releases receipt                              | ₱1325.00 + ₱524.00/ month                     | 2 minutes       | Cashier Staff      |
| 5. Go back to LSHS Admin Office submitting official receipts and fully signed enrolment form | 5. Keep students' photocopy of enrolment form and official receipts | None  | 5 minutes       | LSHS' Secretary    |
|  | <b>TOTAL</b>  | <b>₱1,849.00 (with 1 month voluntary fee)</b> | <b>minutes</b>  |                    |

### 80. Request for Copy of Form 137/ Form 138

| Office or Division:                  | Laboratory Science High School                   |                 |                  |                    |
|--------------------------------------|--|-----------------|------------------|--------------------|
| Classification:                      | Simple   |                 |                  |                    |
| Type of Transaction:                 | G2C – Government to Citizen                      |                 |                  |                    |
| Who may Avail:                       | Students/ Clients                                |                 |                  |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>     | <b>WHERE TO SECURE</b>                           |                 |                  |                    |
| None                                 | N/A  |                 |                  |                    |
| CLIENT STEPS                         | AGENCY ACTION                                    | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Visit LSHS' Admin Office          | 1. Accommodate clients' concerns                 | None            | 1 minute         | LSHS' Secretary    |
| 2. Present Clearance                 | 2. Request the Copy of Clearance from the client | None            | 1 minute         | LSHS' Secretary    |
| 3. Proceed to LSHS Director's Office | 3. Provide Endorsement Letter                    | None            | 3 minutes        | LSHS Director      |
|                                      | <b>TOTAL</b>                                     | <b>None</b>     | <b>5 minutes</b> |                    |



### 81. Request for Copy of Transfer

| Office or Division:                  | Laboratory Science High School                   |                 |                  |                    |
|--------------------------------------|--|-----------------|------------------|--------------------|
| Classification:                      | Simple   |                 |                  |                    |
| Type of Transaction:                 | G2C – Government to Citizen                      |                 |                  |                    |
| Who may Avail:                       | Students/ Clients                                |                 |                  |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>     | <b>WHERE TO SECURE</b>                           |                 |                  |                    |
| None                                 | N/A  |                 |                  |                    |
| CLIENT STEPS                         | AGENCY ACTION                                    | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Visit LSHS' Admin Office          | 1. Accommodate clients' concerns                 | None            | 1 minute         | LSHS' Secretary    |
| 2. Present Clearance                 | 2. Request the Copy of Clearance from the client | None            | 1 minute         | LSHS' Secretary    |
| 3. Proceed to LSHS Director's Office | 3. Provide Endorsement Letter                    | None            | 3 minutes        | LSHS Director      |
|                                      | <b>TOTAL</b>                                     | <b>None</b>     | <b>5 minutes</b> |                    |

### 82. Enrollment of New Student

| Office or Division:   | Graduate Education and Professional Studies   |                 |                 |   |
|---|---|-----------------|-----------------|---|
| Classification:   | Simple  |                 |                 |   |
| Type of Transaction:  | G2C – Government to Citizen   |                 |                 |   |
| Who may Avail:  | Students/ Clients   |                 |                 |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                 |                 |   |
| Endorsement Letter from the Admission Office  | Client/Applicant for Admission  |                 |                 |   |
| Long Folder   | Client/Applicant for Admission  |                 |                 |   |
| 2 pcs (2x2) Picture   | Client/Applicant for Admission  |                 |                 |   |
| Trial Form  | GEPS  |                 |                 |   |
| Registration Form   | GEPS  |                 |                 |   |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                  |
| <b>Pre-Enrollment</b>   |   |                 |                 |   |
| 1. Secure endorsement slip from the Office of the Admission   | 1.a Accept endorsement letter from the Admission Office<br><br>1.b Require the student to provide long folder (student record purpose) and 2-piece 2x2 picture. | None            | 1 minute        | GEPS Personnel interface w/ Office of the Admission |
| 2. Present the following documents:<br>• Endorsement Slip;<br>• TOR in the Undergraduate Program;<br>• Two letters of recommendation from former or current employer;<br>• Birth Certificate;<br>• Marriage Certificate (for married female, 2 copies);<br>• 2"x2" Photo (2 copies);<br>• Permit to Study if current employed;<br>and 1-page essay stating the reasons taking masteral program. | 2. Evaluate all the submitted documents   | None            | 10 minutes      | GEPS Personnel                                      |



| <b>Enrollment Proper</b>   |  |                               |                   |                            |
|--|--|-------------------------------|-------------------|----------------------------|
| 1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided.<br>*Must screenshot proof of payment to proceed to step 4<br>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only. | 1. Assist student with the enrollment process<br>1.1 Provide student with a trial form<br>1.2 Assess the enrollment form | Tuition & SGO Fees            | 3 minutes         | GEPS /SGO/ Cashier         |
| 2. Proceed to Online Registration using the link provided (Upload screenshot of payment)   | 2. Provide online registration link and assess the student.<br><br>2.1 Monitor the registration                          | None                          | 3 minutes         | GEPS                       |
| 3 Secure the Official Registration/ Enrollment Form from the GEPS  | 3. Provide registration form to the student<br><br>3.1 Assign student to Google Class                                    | None                          | 5 minutes         | GEPS Staff / Faculty       |
| 4 Get the final schedules of the classes.<br>*This will be sent through email 3-5 days before classes start.   | 4. Email the schedule to the student   | None                          | 5 minutes         | Registrar - GEPS / Faculty |
| <b>TOTAL</b>   |  | <b>Tuition &amp; SGO Fees</b> | <b>27 minutes</b> |                            |

### 83. Request for Adding/Dropping of Subject/s

| Office or Division:   | Graduate Education and Professional Studies  |  |                        |                           |
|---|--|--|------------------------|---------------------------|
| Classification:   | Simple   |  |                        |                           |
| Type of Transaction:  | G2C – Government to Citizen  |  |                        |                           |
| Who may Avail:  | Students/ Clients  |  |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |  |                        |                           |
| Adding/Dropping Form  | Students/ Clients  |  |                        |                           |
| <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 form to the Dean for signature  | 1. Checks and Sign the form  | None   | 2 minutes              | Dean                      |
| 2. Proceed to the cashiering office for payment   | 2. Receive payment from the student and keep 1 copy for filing   | P 20.00/ form<br>Subject fee depends on the assessment         | 5 minutes              | Cashier Staff             |
| 3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the GEPS               | 3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy | None   | 2 minutes              | GEPS Staff                |
| 4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office | 4. Receive the form for recording and filing as part of the student's record in the office                         | None   | 3 minutes              | GEPS Staff                |
|   | <b>TOTAL</b>   | <b>P 20.00/ form<br/>Subject fee depends on the assessment</b> | <b>12 minutes</b>      |                           |



### 84. Enrollment of Old Student

|                                  |   |
|----------------------------------|---|
| Office or Division:              | Graduate Education and Professional Studies |
| Classification:                  | Simple                                      |
| Type of Transaction:             | G2C – Government to Citizen                 |
| Who may Avail:                   | Students/ Clients                           |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                      |
| Enrollment Slip                  | GEPS  |
| Trial Form                       | GEPS  |
| Registration Form                | GEPS  |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID               | PROCESSING TIME   | PERSON RESPONSIBLE         |
|---|--|-------------------------------|-------------------|----------------------------|
| <b>A. Pre-Enrollment</b>  |  |                               |                   |                            |
| 1 Secure Clearance from the Cashier and GEPS  | 1. Collect the Clearance   | None                          | 15 minutes        | Cashier and GEPS           |
| 2. Request an Evaluation form to the GEPS   | 2. Assess the Evaluation Form  | None                          | 15 minutes        | GEPS Personnel             |
| <b>B. Enrollment Proper</b>   |  |                               |                   |                            |
| 1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided.<br><br><i>*Must screenshot proof of payment to proceed to step 4</i><br><br><i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only</i> | 1. Assist student with the enrollment process<br><br>1.1 Provide student with a trial form<br><br>1.2 Assess the enrollment form | Tuition & SGO Fees            | 3 minutes         | GEPS /SGO/Cashier          |
| 2. Proceed to Online Registration using the link provided<br><br><i>*Upload Screenshot of payment</i>   | 2. Provide online Registration Link and asses the student.<br><br>2.1 Monitor the registration                                   | None                          | 3 minutes         | GEPS Staff                 |
| 3. Secure the Official Registration/Enrollment Form from the GEPS   | 3. Provide registration form to the student<br><br>3.1 Assign student to Google Class  | None                          | 5 minutes         | GEPS Staff / Faculty       |
| 4 Get the final schedules of the classes. This will be sent through email 3-5 days before classes start.  | 4. Email the schedule to the students  | None                          | 5 minutes         | Registrar - GEPS / Faculty |
|   | <b>TOTAL</b>   | <b>Tuition &amp; SGO Fees</b> | <b>46 minutes</b> |                            |

### 85. Enrollment of Shiftee

|                      |   |
|----------------------|---|
| Office or Division:  | Graduate Education and Professional Studies |
| Classification:      | Simple                                      |
| Type of Transaction: | G2C – Government to Citizen                 |
| Who may Avail:       | Students/ Clients                           |



| CHECKLIST OF REQUIREMENTS  |  | WHERE TO SECURE               |                   |                          |
|--|--|-------------------------------|-------------------|--------------------------|
| Endorsement from the previous College  |  | Student/Client                |                   |                          |
| Trial Form   |  | GEPS                          |                   |                          |
| Registration Form  |  | GEPS                          |                   |                          |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID               | PROCESSING TIME   | PERSON RESPONSIBLE       |
| <b>A. Pre-Enrollment</b>   |  |                               |                   |                          |
| 1. Present the Evaluation form.  | 1. Accept and check the Evaluation Form  | None                          | 2 minutes         | Dean                     |
| <b>B. Enrollment Proper</b>  |  |                               |                   |                          |
| 1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided.<br><br><i>*Must screenshot proof of payment to proceed to step 4</i><br><br><i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.</i> | 1. Assist student with the enrollment process<br><br>1.1 Provide student with a trial form<br><br>1.2 Assess the enrollment form | Tuition & SGO Fees            | 3 minutes         | GEPS /SGO/Cashier        |
| 2. Proceed to Online Registration using the link provided<br><br><i>*Upload Screenshot of payment</i>  | 2. Provide online Registration Link and Asses the student.<br><br>2.1 Monitor the Registration                                   | None                          | 3 minutes         | GEPS Staff               |
| 3. Secure the Official Registration/ Enrollment Form from the GEPS   | 3. Provide Registration Form to the student<br><br>3.1 Assign student to Google Class  | None                          | 5 minutes         | GEPS Staff/Faculty       |
| 4. Get the final schedules of the classes. This will be sent through email 3-5 days before classes start.  | 4. Email the schedule to the student   | None                          | 5 minutes         | Registrar - GEPS/Faculty |
|  | <b>TOTAL</b>   | <b>Tuition &amp; SGO Fees</b> | <b>18 minutes</b> |                          |

**86. Enrollment of Transferee**

| Office or Division:                      | Graduate Education and Professional Studies |                                    |  |
|--|---|------------------------------------|--|
| Classification:                          | Simple                                      |                                    |  |
| Type of Transaction:                     | G2C – Government to Citizen                 |                                    |  |
| Who may Avail:                           | Clients/ Applicants for Re-Admission        |                                    |  |
| CHECKLIST OF REQUIREMENTS                |   | WHERE TO SECURE                    |  |
| Endorsement Letter from Admission Office |   | Client/ Applicant for Re-Admission |  |
| Trial Form                               |   | GEPS                               |  |
| Registration Form                        |   | GEPS                               |  |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID    | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|--|--------------------|-----------------|---------------------|
| <b>A. Pre-Enrollment</b>   |  |                    |                 |                     |
| 1. Present endorsement letter from the Admission Office  | 1. Accept and check endorsement letter   | None               | 2 minutes       | GEPS Staff          |
| 2. Undergo admittance interview  | 2. Endorse to Department/ Program Chairperson for interview  | None               | 10 minutes      | Dean                |
| 3. Undergo grade evaluation  | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.  | None               | 5 minutes       | Dean                |
| <b>B. Enrollment Proper</b>  |  |                    |                 |                     |
| 1. Present the following documents:<br><ul style="list-style-type: none"> <li>• Endorsement Slip</li> <li>• TOR in the Undergraduate Program,</li> <li>• Two letters of recommendation from former or current employer,</li> <li>• Birth Certificate,</li> <li>• Marriage Certificate (for married female, (2 copies),</li> <li>• 2"x2" Photo (2 copies),</li> <li>• Permit to Study if Current Employed, and</li> </ul> 1-page Essay Stating the reasons taking Masteral Program. | 1. Evaluate all the submitted documents  | None               | 1 minute        | GEPS Personnel      |
| 2. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided.<br><i>*Must screenshot proof of payment to proceed to step 4</i><br><br><i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.</i>   | 2. Assist student with the enrollment process<br>2.1 Provide student with a trial form<br><br>2.2 Assess the enrollment form | Tuition & SGO Fees | 3 minutes       | GEPS /SGO/ Cashier  |
| 3. Proceed to Online Registration using the link provided<br><br><i>*Upload screenshot of payment</i>  | 3. Provide online Registration Link and assess the students.<br><br>3.1 Monitor the Registration                             | None               | 3 minutes       | GEPS                |
| 4. Secure the Official Registration/Enrollment Form from the GEPS  | 4. Provide registration form to the student<br><br>4.1 Assign student to Google Class  | None               | 5 minutes       | GEPS Staff/ Faculty |



|  |              |                               |                   |  |
|--|--------------|-------------------------------|-------------------|--|
|  | <b>TOTAL</b> | <b>Tuition &amp; SGO Fees</b> | <b>18 minutes</b> |  |
|--|--------------|-------------------------------|-------------------|--|

**87. Signing of Completion Form for Incomplete Grades**

| Office or Division:  |  | Graduate Education and Professional Studies |                   |                    |
|--|--|---|-------------------|--------------------|
| Classification:  |  | Simple                                      |                   |                    |
| Type of Transaction:   |  | G2C – Government to Citizen                 |                   |                    |
| Who may Avail:   |  | Students/ Clients                           |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>                      |                   |                    |
| Completion Form  |  | Client                                      |                   |                    |
| CLIENT STEPS   | AGENCY ACTION  | FEEES TO BE PAID                            | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Present the completion form signed by the faculty to the Dean for signature | 1. Check and sign the form   | None  | 2 minutes         | (Dean)             |
| 2. Bring the signed completion form to the Registrar's Office                  | 2. Check and sign the form   | None  | 5 minutes         | Registrar Staff    |
| 3. Proceed to the Cashier's Office for payment                                 | 3. Receive payment from the student  | P 30.00/<br>subject                         | 5 minutes         | Cashier Staff      |
| 4. Submit an official copy of the completion form/s to the College             | 4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy | None  | 1 minute          | GEPS Staff         |
| 5. Submit a copy of the completion form/s to the Registrar's Office            | 5. Receive the form for recording and filing as part of the student's record in the office                         | None  | 3 minutes         | GEPS Staff         |
|  | <b>TOTAL</b>   | <b>P 30.00/<br/>subject</b>                 | <b>16 minutes</b> |                    |

**88. Request for Copy of Registration Form**

| Office or Division:   |   | Graduate Education and Professional Studies |                  |                    |
|---|---|---|------------------|--------------------|
| Classification:   |   | Simple                                      |                  |                    |
| Type of Transaction:  |   | G2C – Government to Citizen                 |                  |                    |
| Who may Avail:  |   | Students/ Clients                           |                  |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                                  |   | <b>WHERE TO SECURE</b>                      |                  |                    |
| None  |   | N/A   |                  |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEEES TO BE PAID                            | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Go to the GEPS and request for a copy of the Registration Form | 1. Provide the copy to the student and record the request | None  | 5 minutes        | GEPS Staff         |
|   | <b>TOTAL</b>  | <b>None</b>                                 | <b>5 minutes</b> |                    |



### 89. Comprehensive Application

| Office or Division:   | Graduate Education and Professional Studies   |                               |                   |                    |
|---|---|-------------------------------|-------------------|--------------------|
| Classification:   | Simple  |                               |                   |                    |
| Type of Transaction:  | G2C – Government to Citizen   |                               |                   |                    |
| Who may Avail:  | Alumni/Agency Partner/Other Clientele   |                               |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                               |                   |                    |
| TOR   | Registrar   |                               |                   |                    |
| Application Form  | GEPS  |                               |                   |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID               | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Secure Clearance from the Cashier and GEPS   | 1. Collect the Clearance  | None                          | 2 minutes         | GEPS Personnel     |
| 2. Request Evaluation form  | 2. Provide Evaluation Form and Evaluate Student<br>Assess the Students Evaluation form. | None                          | 1 minutes         | GEPS Personnel     |
| 3. Request an Application Letter from the GEPS Office   | 3. Provide Application form   | None                          | 2 minutes         | GEPS Personnel     |
| 4. Proceed to online payment<br><br><i>*students may opt to go to the GEPS Office to register</i> | 4. Provide a receipt for the Comprehensive fee  | Comprehensive Exam Fee        | 5 minutes         | GEPS Office        |
| 5. Get Confirmation of Registration   | 5. Email students the Schedule  | None                          | 3 minutes         | GEPS Office        |
|   | <b>TOTAL</b>  | <b>Comprehensive Exam Fee</b> | <b>13 minutes</b> |                    |

### 90. Certificate of Grades

| Office or Division:   | Graduate Education and Professional Studies  |                 |                   |                    |
|---|--|-----------------|-------------------|--------------------|
| Classification:   | Simple   |                 |                   |                    |
| Type of Transaction:  | G2C – Government to Citizen  |                 |                   |                    |
| Who may Avail:  | Alumni/Agency Partner/Other Clientele  |                 |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |                 |                   |                    |
| Clearance   | Cashier  |                 |                   |                    |
| Evaluation Form   | GEPS   |                 |                   |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Request the Evaluation form (Online or Direct to the GEPS Office)            | 1. Assist the student with the evaluation form, which needs the cashier's signature. | None            | 15 minutes        | GEPS/Cashier       |
| 2. Submit the Evaluation Form with the cashier's signature                      | 2. Assess the Evaluation form  | None            | 15 minutes        | GEPS               |
| 3. Submit the Original TOR and Honorable Dismissal for the Transferee students. | 3. Provide the Certificate of Grades to the Student.                                 | ₱100            | 5 minutes         | GEPS               |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>33 minutes</b> |                    |



### 91. Internal Services

| Office or Division:                          | Graduate Education and Professional Studies  |                        |                        |  |
|--|--|------------------------|------------------------|--|
| Classification:                              | Simple   |                        |                        |  |
| Type of Transaction:                         | G2C – Government to Citizen  |                        |                        |  |
| Who may Avail:                               | Alumni/Agency Partner/Other Clientele  |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>             | <b>WHERE TO SECURE</b>   |                        |                        |  |
| Request letter and other relevant documents  | External Clients   |                        |                        |  |
| <b>CLIENT STEPS</b>                          | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Sign in the Logbook                       | 1. Advise the client to sign in the logbook.   | None                   | 1 minute               | Rosario Balanza<br>(College Secretary)                                       |
| 2. Present/ Submit the letter of request.    | 2. Request the client to fill out the document request form or have them log the services request. | None                   | 5 minutes              | Rosario Balanza<br>(College Secretary)                                       |
| 3. Undergo a review of the requested service | 3. Facilitate the request of the client  | None                   | 7 minutes              | Ms. Mary Jane Fadri<br>(Dean)<br>or<br>Department/<br>Program<br>Chairperson |
|  | <b>TOTAL</b>   | <b>None</b>            | <b>13 minutes</b>      |  |



## COLLEGE OF ARTS AND SCIENCES

### 92. Enrollment of New Student

|  |   |                        |                        |                                     |
|--|---|------------------------|------------------------|-------------------------------------|
| Office or Division:  | College of Arts and Sciences  |                        |                        |                                     |
| Classification:  | Simple  |                        |                        |                                     |
| Type of Transaction:   | G2C – Government to Citizen   |                        |                        |                                     |
| Who may Avail:   | Clients/ Applicants for Admission   |                        |                        |                                     |
| <b>CHECKLIST OF REQUIREMENTS</b>                               | <b>WHERE TO SECURE</b>  |                        |                        |                                     |
| Endorsement Letter from the Admission Office                   | Client/Applicant for Admission  |                        |                        |                                     |
| Long Folder  | Client/Applicant for Admission  |                        |                        |                                     |
| 2 pcs (2x2) Picture  | Client/Applicant for Admission  |                        |                        |                                     |
| Trial Form   | College   |                        |                        |                                     |
| Registration Form  | College   |                        |                        |                                     |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>           |
| <b>A. Pre-Enrollment</b>                                       |   |                        |                        |                                     |
| 1. Present Endorsement letter provided by the Admission Office | 1. Accept endorsement letter from the Admission Office  | None                   | 1 minute               | Rosario Balanza (College Secretary) |
| 2. None  | 2. Check the name of the student from the list of qualifiers provided by the Admission Office | None                   | 1 minute               | Rosario Balanza (College Secretary) |
| 3. Present the long folder and 2 pcs. picture                  | 3. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture     | None                   | 1 minute               | Rosario Balanza (College Secretary) |
| <b>B. Enrollment</b>   |   |                        |                        |                                     |
| 1. Request for a Trial Form from the Year/Block Adviser        | 1. Provide student with a Trial Form and advise the student to copy the posted schedule       | None                   | 3 minutes              | Year/ Block Adviser                 |
| 2. Present the Trial Form with schedule                        | 2. Accept the Trial Form and enroll the student in the system                                 | None                   | 5 minutes              | Rosario Balanza (College Secretary) |
| 3. Request for a Registration Form from the College            | 3. Provide Registration Form to the student and introduce to the assigned adviser             | None                   | 1 minute               | Rosario Balanza (College Secretary) |
|  | <b>TOTAL</b>  | <b>None</b>            | <b>12 minutes</b>      |                                     |

### 93. Enrollment of Old Student

|                                  |                              |  |  |  |
|----------------------------------|------------------------------|--|--|--|
| Office or Division:              | College of Arts and Sciences |  |  |  |
| Classification:                  | Simple                       |  |  |  |
| Type of Transaction:             | G2C – Government to Citizen  |  |  |  |
| Who may Avail:                   | Students/ Clients            |  |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>       |  |  |  |
| Enrollment Slip                  | College                      |  |  |  |
| Trial Form                       | College                      |  |  |  |
| Registration Form                | College                      |  |  |  |



| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                  |
|---|---|-----------------|-------------------|-------------------------------------|
| <b>A. Pre-Enrollment</b>                                |   |                 |                   |                                     |
| 1. Acquire Enrollment Slip                              | 1. Provide Enrollment Slip to the student   | None            | 1 minute          | Rosario Balanza (College Secretary) |
| 2. Undergo grade evaluation                             | 2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes         | Year/ Block Adviser                 |
| <b>B. Enrollment</b>                                    |   |                 |                   |                                     |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes         | Year/ Block Adviser                 |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None            | 5 minutes         | Rosario Balanza (College Secretary) |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None            | 1 minute          | Rosario Balanza (College Secretary) |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>15 minutes</b> |                                     |

#### 94. Enrollment of Shiftee

| Office or Division:                                      | College of Arts and Sciences  |                 |                 |                                 |
|--|---|-----------------|-----------------|---------------------------------|
| Classification:  | Simple  |                 |                 |                                 |
| Type of Transaction:                                     | G2C – Government to Citizen   |                 |                 |                                 |
| Who may Avail:   | Students/ Clients   |                 |                 |                                 |
| <b>CHECKLIST OF REQUIREMENTS</b>                         | <b>WHERE TO SECURE</b>  |                 |                 |                                 |
| Endorsement from the previous College                    | Student/Client  |                 |                 |                                 |
| Trial Form   | College   |                 |                 |                                 |
| Registration Form  | College   |                 |                 |                                 |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE              |
| <b>A. Pre-Enrollment</b>                                 |   |                 |                 |                                 |
| 1. Present endorsement from the previous College         | 1. Accept and check endorsement   | None            | 2 minutes       | Ms. Mary Jane A. Fadri (Dean)   |
| 2. Undergo admittance interview                          | 2. Endorse to Department/ Program Chairperson for interview   | None            | 10 minutes      | Department/ Program Chairperson |
| 3. Undergo grade evaluation                              | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes       | Year/ Block Adviser             |
| <b>B. Enrollment</b>                                     |   |                 |                 |                                 |
| 1. Request for a Trial Form from the Year/ Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes       | Year/ Block Adviser             |



|   |   |             |                   |                                     |
|---|---|-------------|-------------------|-------------------------------------|
| 2. Present the Trial Form with schedule             | 2. Accept the Trial Form and enroll the student in the system                     | None        | 5 minutes         | Rosario Balanza (College Secretary) |
| 3. Request for a Registration Form from the College | 3. Provide Registration Form to the student and introduce to the assigned adviser | None        | 1 minute          | Rosario Balanza (College Secretary) |
|   | <b>TOTAL</b>  | <b>None</b> | <b>26 minutes</b> |                                     |

### 95. Enrollment of Transferee

|  |                                      |
|--|--------------------------------------|
| Office or Division:                      | College of Arts and Sciences         |
| Classification:                          | Simple                               |
| Type of Transaction:                     | G2C – Government to Citizen          |
| Who may Avail:                           | Clients/ Applicants for Re-Admission |
| <b>CHECKLIST OF REQUIREMENTS</b>         | <b>WHERE TO SECURE</b>               |
| Endorsement Letter from Admission Office | Client/ Applicant for Re-Admission   |
| Trial Form                               | College                              |
| Registration Form                        | College                              |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                  |
|---|---|-----------------|-------------------|-------------------------------------|
| <b>A. Pre-Enrollment</b>                                |   |                 |                   |                                     |
| 1. Present endorsement letter from the Admission Office | 1. Accept and check endorsement letter  | None            | 2 minutes         | Rosario Balanza (College Secretary) |
| 2. Undergo admittance interview                         | 2. Endorse to Department/ Program Chairperson for interview   | None            | 10 minutes        | Department/ Program Chairperson     |
| 3. Undergo grade evaluation                             | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes         | Year/ Block Adviser                 |
| <b>B. Enrollment</b>                                    |   |                 |                   |                                     |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes         | Year/ Block Adviser                 |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None            | 5 minutes         | Rosario Balanza (College Secretary) |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None            | 1 minute          | Rosario Balanza (College Secretary) |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>26 minutes</b> |                                     |



### 96. Request for Adding/Dropping of Subject/s

| Office or Division:   |  | College of Arts and Sciences                                   |                   |                                     |
|---|--|--|-------------------|-------------------------------------|
| Classification:   |  | Simple   |                   |                                     |
| Type of Transaction:  |  | G2C – Government to Citizen                                    |                   |                                     |
| Who may Avail:  |  | Students/ Clients  |                   |                                     |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                   |                                     |
| Adding/Dropping Form  |  | Students/ Clients  |                   |                                     |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME   | PERSON RESPONSIBLE                  |
| 1. Presents the form to the Dean for signature  | 1. Checks and Sign the form  | None   | 2 minutes         | Ms. Mary Jane A. Fadri (Dean)       |
| 2. Proceed to the cashiering office for payment   | 2. Receive payment from the student and keep 1 copy for filing   | P 20.00/ form<br>Subject fee depends on the assessment         | 5 minutes         | Cashier Staff                       |
| 3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College            | 3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy | None   | 2 minutes         | Rosario Balanza (College Secretary) |
| 4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office | 4. Receive the form for recording and filing as part of the student's record in the office                         | None   | 3 minutes         | Rosario Balanza (College Secretary) |
|   | <b>TOTAL</b>   | <b>P 20.00/ form<br/>Subject fee depends on the assessment</b> | <b>12 minutes</b> |                                     |

### 97. Signing of Completion Form for Incomplete Grades

| Office or Division:  |                                     | College of Arts and Sciences |                 |                               |
|--|-------------------------------------|------------------------------|-----------------|-------------------------------|
| Classification:  |                                     | Simple                       |                 |                               |
| Type of Transaction:   |                                     | G2C – Government to Citizen  |                 |                               |
| Who may Avail:   |                                     | Students/ Clients            |                 |                               |
| <b>CHECKLIST OF REQUIREMENTS</b>   |                                     | <b>WHERE TO SECURE</b>       |                 |                               |
| Completion Form  |                                     | Client                       |                 |                               |
| CLIENT STEPS   | AGENCY ACTION                       | FEES TO BE PAID              | PROCESSING TIME | PERSON RESPONSIBLE            |
| 1. Present the completion form signed by the faculty to the Dean for signature | 1. Check and sign the form          | None                         | 2 minutes       | Ms. Mary Jane A. Fadri (Dean) |
| 2. Bring the signed completion form to the Registrar's Office                  | 2. Check and sign the form          | None                         | 5 minutes       | Registrar Staff               |
| 3. Proceed to the Cashier's Office for payment                                 | 3. Receive payment from the student | P 30.00/ subject             | 5 minutes       | Cashier Staff                 |



|   |  |                             |                   |                                     |
|---|--|-----------------------------|-------------------|-------------------------------------|
| 4. Submit an official copy of the completion form/s to the College  | 4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy | None                        | 1 minute          | Rosario Balanza (College Secretary) |
| 5. Submit a copy of the completion form/s to the Registrar's Office | 5. Receive the form for recording and filing as part of the student's record in the office                         | None                        | 3 minutes         | Rosario Balanza (College Secretary) |
|   | <b>TOTAL</b>   | <b>P 30.00/<br/>subject</b> | <b>16 minutes</b> |                                     |

### 98. Request for Copy of Registration Form

|  |   |                        |                        |                                     |
|--|---|------------------------|------------------------|-------------------------------------|
| Office or Division:  | College of Arts and Sciences                              |                        |                        |                                     |
| Classification:  | Simple  |                        |                        |                                     |
| Type of Transaction:   | G2C – Government to Citizen                               |                        |                        |                                     |
| Who may Avail:   | Students/ Clients   |                        |                        |                                     |
| <b>CHECKLIST OF REQUIREMENTS</b>                                     | <b>WHERE TO SECURE</b>                                    |                        |                        |                                     |
| None   | 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. Go to the College and request for a copy of the Registration Form | 1. Provide the copy to the student and record the request | None                   | 5 minutes              | Rosario Balanza (College Secretary) |
|  | <b>TOTAL</b>  | <b>None</b>            | <b>5 minutes</b>       |                                     |

### 99. External Services

|  |  |                        |                        |   |
|--|--|------------------------|------------------------|---|
| Office or Division:                          | College of Arts and Sciences   |                        |                        |   |
| Classification:                              | Simple   |                        |                        |   |
| Type of Transaction:                         | G2C – Government to Citizen  |                        |                        |   |
| Who may Avail:                               | Alumni/Agency Partner/Other Clientele  |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>             | <b>WHERE TO SECURE</b>   |                        |                        |   |
| Request letter and other relevant documents  | External Clients   |                        |                        |   |
| <b>CLIENT STEPS</b>                          | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Sign in the Logbook                       | 1. Advise the client to sign in the logbook.   | None                   | 1 minute               | Rosario Balanza (College Secretary)                                       |
| 2. Present/Submit the letter of request.     | 2. Request the client to fill out the document request form or have them log the services request. | None                   | 5 minutes              | Rosario Balanza (College Secretary)                                       |
| 3. Undergo a review of the requested service | 3. Facilitate the request of the client  | None                   | 7 minutes              | Ms. Mary Jane Fadri (Dean)<br>or<br>Department/<br>Program<br>Chairperson |
|  | <b>TOTAL</b>   | <b>None</b>            | <b>13 minutes</b>      |   |



**COLLEGE OF BUSINESS AND ACCOUNTANCY**

**100. Enrollment of New Student**

|  |   |                        |                        |   |
|--|---|------------------------|------------------------|---|
| Office or Division:  | College of Business and Accountancy   |                        |                        |   |
| Classification:  | Simple  |                        |                        |   |
| Type of Transaction:   | G2C – Government to Citizen   |                        |                        |   |
| Who may Avail:   | Clients/ Applicants for Admission   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                               | <b>WHERE TO SECURE</b>  |                        |                        |   |
| Endorsement Letter from the Admission Office                   | Client/Applicant for Admission  |                        |                        |   |
| Long Folder  | Client/Applicant for Admission  |                        |                        |   |
| 2 pcs (2x2) Picture  | Client/Applicant for Admission  |                        |                        |   |
| Trial Form   | College   |                        |                        |   |
| Registration Form  | College   |                        |                        |   |
| Enrollment Routing Form  | College   |                        |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>               |
| <b>A. Pre-Enrollment</b>                                       |   |                        |                        |   |
| 1. Present Endorsement letter provided by the Admission Office | 1. Accept endorsement letter from the Admission Office  | None                   | 1 minute               | Angelique G. Elisan (College Secretary) |
| 2. N/A   | 2. Check the name of the student from the list of qualifiers provided by the Admission Office | None                   | 1 minute               | Angelique G. Elisan (College Secretary) |
| 3. Present the long folder and 2 pcs. picture                  | 3. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture     | None                   | 1 minute               | Angelique G. Elisan (College Secretary) |
| <b>B. Enrollment</b>   |   |                        |                        |   |
| 1. Request for a Trial Form from the Year/Block Adviser        | 1. Provide student with a Trial Form and advise the student to copy the posted schedule       | None                   | 3 minutes              | Year/ Block Adviser/Evaluator           |
| 2. Present the Trial Form with schedule                        | 2. Accept the Trial Form and enroll the student in the system                                 | None                   | 5 minutes              | Angelique G. Elisan (College Secretary) |
| 3. Request for a Registration Form from the College            | 3. Provide Registration Form to the student and introduce to the assigned adviser             | None                   | 1 minute               | Angelique G. Elisan (College Secretary) |
|  | <b>TOTAL</b>  | <b>None</b>            | <b>12 minutes</b>      |   |

**101. Enrollment of Old Student**

|                                  |                                     |  |  |  |
|----------------------------------|-------------------------------------|--|--|--|
| Office or Division:              | College of Business and Accountancy |  |  |  |
| Classification:                  | Simple                              |  |  |  |
| Type of Transaction:             | G2C – Government to Citizen         |  |  |  |
| Who may Avail:                   | Students/ Clients                   |  |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>              |  |  |  |
| Enrollment Routing Form          | College                             |  |  |  |
| Summary of Grade Slip            | College                             |  |  |  |
| Trial Form                       | College                             |  |  |  |
| Registration Form                | College                             |  |  |  |



| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                      |
|---|---|-----------------|-------------------|---|
| <b>A. Pre-Enrollment</b>                                |   |                 |                   |   |
| 1. Acquire Enrollment Routing Form                      | 1. Provide Enrollment Slip to the student   | None            | 1 minute          | Angelique G. Elisan (College Secretary) |
| 2. Undergo grade evaluation                             | 2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes         | Year/ Block Adviser/Evaluator           |
| <b>B. Enrollment</b>                                    |   |                 |                   |   |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes         | Year/ Block Adviser/Evaluator           |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None            | 5 minutes         | Angelique G. Elisan (College Secretary) |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None            | 1 minute          | Angelique G. Elisan (College Secretary) |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>15 minutes</b> |   |

## 102. Enrollment of Shiftee

|                                       |                                     |
|---------------------------------------|-------------------------------------|
| Office or Division:                   | College of Business and Accountancy |
| Classification:                       | Simple                              |
| Type of Transaction:                  | G2C – Government to Citizen         |
| Who may Avail:                        | Students/ Clients                   |
| <b>CHECKLIST OF REQUIREMENTS</b>      | <b>WHERE TO SECURE</b>              |
| Endorsement from the previous College | Student/Client                      |
| Trial Form                            | College                             |
| Registration Form                     | College                             |
| Enrollment Routing Form               | College                             |

| CLIENT STEPS                                     | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE              |
|--|---|-----------------|-----------------|---------------------------------|
| <b>A. Pre-Enrollment</b>                         |   |                 |                 |                                 |
| 1. Present endorsement from the previous College | 1. Accept and check endorsement   | None            | 2 minutes       | Ray Joseph G. Inocencio (Dean)  |
| 2. Undergo admittance interview                  | 2. Endorse to Department/ Program Chairperson for interview   | None            | 10 minutes      | Department/ Program Chairperson |
| 3. Undergo grade evaluation                      | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes       | Year/ Block Adviser/Evaluator   |



|   |   |             |                   |   |
|---|---|-------------|-------------------|---|
| <b>B. Enrollment</b>                                    |   |             |                   |   |
| 4. Request for a Trial Form from the Year/Block Adviser | 4. Provide student with a Trial Form and advise the student to copy the posted schedule | None        | 3 minutes         | Year/ Block Adviser/Evaluator           |
| 5. Present the Trial Form with schedule                 | 5. Accept the Trial Form and enroll the student in the system                           | None        | 5 minutes         | Angelique G. Elisan                     |
| 6. Request for a Registration Form from the College     | 6. Provide Registration Form to the student and introduce to the assigned adviser       | None        | 1 minute          | Angelique G. Elisan (College Secretary) |
| <b>TOTAL</b>  |   | <b>None</b> | <b>26 minutes</b> |   |

### 103. Enrollment of Transferee

|                      |                                      |
|----------------------|--------------------------------------|
| Office or Division:  | College of Business and Accountancy  |
| Classification:      | Simple                               |
| Type of Transaction: | G2C – Government to Citizen          |
| Who may Avail:       | Clients/ Applicants for Re-Admission |

| CHECKLIST OF REQUIREMENTS                | WHERE TO SECURE                    |
|--|------------------------------------|
| Endorsement Letter from Admission Office | Client/ Applicant for Re-Admission |
| Trial Form                               | College                            |
| Registration Form                        | College                            |
| Enrollment Routing Form                  | College                            |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                      |
|---|---|-----------------|-------------------|---|
| <b>A. Pre-Enrollment</b>                                |   |                 |                   |   |
| 1. Present endorsement letter from the Admission Office | 1. Accept and check endorsement letter  | None            | 2 minutes         | Angelique G. Elisan (College Secretary) |
| 2. Undergo admittance interview                         | 2. Endorse to Department/ Program Chairperson for interview   | None            | 10 minutes        | Department/ Program Chairperson         |
| 3. Undergo grade evaluation                             | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes         | Year/ Block Adviser/Evaluator           |
| <b>B. Enrollment</b>                                    |   |                 |                   |   |
| 4. Request for a Trial Form from the Year/Block Adviser | 4. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes         | Year/ Block Adviser/Evaluator           |
| 5. Present the Trial Form with schedule                 | 5. Accept the Trial Form and enroll the student in the system   | None            | 5 minutes         | Angelique G. Elisan (College Secretary) |
| 6. Request for a Registration Form from the College     | 6. Provide Registration Form to the student and introduce to the assigned adviser   | None            | 1 minute          | Angelique G. Elisan (College Secretary) |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>26 minutes</b> |   |



### 104. Request for Adding/Dropping of Subject/s

| Office or Division:   |  | College of Business and Accountancy                            |                   |   |
|---|--|--|-------------------|---|
| Classification:   |  | Simple   |                   |   |
| Type of Transaction:  |  | G2C – Government to Citizen                                    |                   |   |
| Who may Avail:  |  | Students/ Clients  |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                   |   |
| Adding/Dropping Form  |  | Students/ Clients  |                   |   |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME   | PERSON RESPONSIBLE                      |
| 1. Presents the form to the Dean for signature  | 1. Checks and Sign the form  | None   | 2 minutes         | Ray Joseph G. Inocencio (Dean)          |
| 2. Proceed to the cashiering office for payment   | 2. Receive payment from the student and keep 1 copy for filing   | ₱ 20.00/ form<br>Subject fee depends on the assessment         | 5 minutes         | Collection Staff<br>Ms. Mary Jane Balse |
| 3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College            | 3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy | None   | 2 minutes         | Angelique G. Elisan (College Secretary) |
| 4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office | 4. Receive the form for recording and filing as part of the student's record in the office                         | None   | 3 minutes         | Registrar Staff                         |
|   | <b>TOTAL</b>   | <b>₱ 20.00/ form<br/>Subject fee depends on the assessment</b> | <b>12 minutes</b> |   |

### 105. Signing of Completion Form for Incomplete Grades

| Office or Division:  |                                     | College of Business and Accountancy |                 |                                |
|--|-------------------------------------|-------------------------------------|-----------------|--------------------------------|
| Classification:  |                                     | Simple                              |                 |                                |
| Type of Transaction:   |                                     | G2C – Government to Citizen         |                 |                                |
| Who may Avail:   |                                     | Students/ Clients                   |                 |                                |
| <b>CHECKLIST OF REQUIREMENTS</b>   |                                     | <b>WHERE TO SECURE</b>              |                 |                                |
| Completion Form  |                                     | Client                              |                 |                                |
| CLIENT STEPS   | AGENCY ACTION                       | FEES TO BE PAID                     | PROCESSING TIME | PERSON RESPONSIBLE             |
| 1. Present the completion form signed by the faculty to the Dean for signature | 1. Check and sign the form          | None                                | 2 minutes       | Ray Joseph G. Inocencio (Dean) |
| 2. Bring the signed completion form to the Registrar's Office                  | 2. Check and sign the form          | None                                | 5 minutes       | Registrar Staff                |
| 3. Proceed to the Cashier's Office for payment                                 | 3. Receive payment from the student | ₱ 30.00/ subject                    | 5 minutes       | Cashier Staff                  |



|   |  |                        |                   |   |
|---|--|------------------------|-------------------|---|
| 4. Submit an official copy of the completion form/s to the College  | 4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy | None                   | 1 minute          | Angelique G. Elisan (College Secretary) |
| 5. Submit a copy of the completion form/s to the Registrar's Office | 5. Receive the form for recording and filing as part of the student's record in the office                         | None                   | 3 minutes         | Registrar Staff                         |
| <b>TOTAL</b>  |  | <b>₱ 30.00/subject</b> | <b>16 minutes</b> |   |

### 106. Request for Copy of Registration Form

| Office or Division:  | College of Business and Accountancy                       |                 |                  |   |
|--|---|-----------------|------------------|---|
| Classification:  | Simple  |                 |                  |   |
| Type of Transaction:   | G2C – Government to Citizen                               |                 |                  |   |
| Who may Avail:   | Students/ Clients   |                 |                  |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                     | <b>WHERE TO SECURE</b>                                    |                 |                  |   |
| None   | N/A   |                 |                  |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                      |
| 1. Go to the College and request for a copy of the Registration Form | 1. Provide the copy to the student and record the request | None            | 5 minutes        | Angelique G. Elisan (College Secretary) |
| <b>TOTAL</b>   |   | <b>None</b>     | <b>5 minutes</b> |   |

### 107. External Services

| Office or Division:                          | College of Business and Accountancy  |                 |                   |   |
|--|--|-----------------|-------------------|---|
| Classification:                              | Simple   |                 |                   |   |
| Type of Transaction:                         | G2C – Government to Citizen  |                 |                   |   |
| Who may Avail:                               | Alumni/Agency Partner/Other Clientele  |                 |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>             | <b>WHERE TO SECURE</b>   |                 |                   |   |
| Request letter and other relevant documents  | External Clients   |                 |                   |   |
| CLIENT STEPS                                 | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
| 1. Sign in the Logbook                       | 1. Advise the client to sign in the logbook.   | None            | 1 minute          | Angelique G. Elisan (College Secretary)                           |
| 2. Present/ Submit the letter of request.    | 2. Request the client to fill out the document request form or have them log the services request. | None            | 5 minutes         | Angelique G. Elisan (College Secretary)                           |
| 3. Undergo a review of the requested service | 3. Facilitate the request of the client  | None            | 7 minutes         | Ray Joseph G. Inocencio (Dean) or Department/ Program Chairperson |
| <b>TOTAL</b>                                 |  | <b>None</b>     | <b>13 minutes</b> |   |



## COLLEGE OF EDUCATION

### 108. Enrollment of New Student

| Office or Division:  | College of Education  |                 |                               |   |
|--|---|-----------------|-------------------------------|---|
| Classification:  | Simple  |                 |                               |   |
| Type of Transaction:   | G2C – Government to Citizen   |                 |                               |   |
| Who may Avail:   | Clients/ Applicants for Admission   |                 |                               |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |                 |                               |   |
| Endorsement Letter from the Admission Office   | Client/Applicant for Admission  |                 |                               |   |
| Long Folder  | Client/Applicant for Admission  |                 |                               |   |
| 2 pcs (2x2) Picture  | Client/Applicant for Admission  |                 |                               |   |
| Trial Form   | College   |                 |                               |   |
| Registration Form  | College   |                 |                               |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME               | PERSON RESPONSIBLE                      |
| <b>A. Pre-Enrollment</b>   |   |                 |                               |   |
| 1. Present Endorsement letter provided by the Admission Office                             | 1. Accept endorsement letter from the Admission Office  | None            | 1 minute                      | Ms. Vena D. Malunes (College Secretary) |
| Wait for the posting of Qualifiers in the bulletin and CED official social media platforms | 2. Check the name of the student from the list of qualifiers provided by the Admission Office | None            | 1 minute                      | Ms. Vena D. Malunes (College Secretary) |
| 3. Present the long folder and 2 pcs. picture  | 3. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture     | None            | 1 minute                      | Ms. Vena D. Malunes (College Secretary) |
| 4. Take the CED Qualifying Exam  | 4. Conduct the qualifying test for in-coming first year by major/field of specialization      | None            | 180 minutes (3 hours)         | Qualifying Exam Committee/Proctor       |
| <b>B. Enrollment</b>   |   |                 |                               |   |
| 1. Request for a Trial Form from the Year/Block Adviser                                    | 1. Provide student with a Trial Form and advise the student to copy the posted schedule       | None            | 3 minutes                     | Year/ Block Adviser                     |
| 2. Present the Trial Form with schedule  | 2. Accept the Trial Form and enroll the student in the system                                 | None            | 5 minutes                     | Ms. Vena D. Malunes (College Secretary) |
| 3. Request for a Registration Form from the College  | 3. Provide Registration Form to the student and introduce to the assigned adviser             | None            | 1 minute                      | Ms. Vena D. Malunes (College Secretary) |
|  | <b>TOTAL</b>  | <b>None</b>     | <b>3 hours and 12 minutes</b> |   |

### 109. Enrollment of Old Student

|                      |                             |
|----------------------|-----------------------------|
| Office or Division:  | College of Education        |
| Classification:      | Simple                      |
| Type of Transaction: | G2C – Government to Citizen |
| Who may Avail:       | Students/ Clients           |



| CHECKLIST OF REQUIREMENTS                               |   | WHERE TO SECURE |                   |   |
|---|---|-----------------|-------------------|---|
| Enrollment Slip   |   | College         |                   |   |
| Trial Form  |   | College         |                   |   |
| Registration Form                                       |   | College         |                   |   |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                      |
| <b>A. Pre-Enrollment</b>                                |   |                 |                   |   |
| 1. Acquire Enrollment Slip                              | 1. Provide Enrollment Slip to the student   | None            | 1 minute          | Ms. Vena D. Malunes (College Secretary) |
| 2. Undergo grade evaluation                             | 2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes         | Year/ Block Adviser                     |
| 3. Proceed to academic advising committee               | 3. Advise students on subjects to take and other related concerns.  | None            | 10 minutes        | Academic Advising committee             |
| <b>B. Enrollment</b>                                    |   |                 |                   |   |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes         | Year/ Block Adviser                     |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None            | 5 minutes         | Ms. Vena D. Malunes (College Secretary) |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None            | 1 minute          | Ms. Vena D. Malunes (College Secretary) |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>25 minutes</b> |   |

**110. Enrollment of Shiftee**

| Office or Division:                              | College of Education   |                 |                       |                                    |
|--|--|-----------------|-----------------------|------------------------------------|
| Classification:                                  | Simple   |                 |                       |                                    |
| Type of Transaction:                             | G2C – Government to Citizen  |                 |                       |                                    |
| Who may Avail:                                   | Students/ Clients  |                 |                       |                                    |
| CHECKLIST OF REQUIREMENTS                        |  | WHERE TO SECURE |                       |                                    |
| Endorsement from the previous College            |  | Student/Client  |                       |                                    |
| Trial Form                                       |  | College         |                       |                                    |
| Registration Form                                |  | College         |                       |                                    |
| CLIENT STEPS                                     | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME       | PERSON RESPONSIBLE                 |
| <b>A. Pre-Enrollment</b>                         |  |                 |                       |                                    |
| 1. Present endorsement from the previous College | 1. Accept and check endorsement  | None            | 2 minutes             | Ms. Donna Bel F. Sy (Dean)         |
| 2. Take the CED Qualifying Exam                  | 2. Conduct the qualifying test for in-coming first year by major/field of specialization | None            | 180 minutes (3 hours) | Qualifying Exam Committee/ Proctor |
| 3. Undergo admittance interview                  | 3. Endorse to Department/ Program Chairperson for interview                              | None            | 10 minutes            | Department/ Program Chairperson    |



### 111. Enrollment of Transferee

|   |   |             |                               |   |
|---|---|-------------|-------------------------------|---|
| 4. Undergo grade evaluation                             | 4. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None        | 5 minutes                     | Year/ Block Adviser                     |
| 5. Proceed to academic advising committee               | 5. Advise students on subjects to take and other related concerns.  | None        | 10 minutes                    | Academic Advising committee             |
| <b>B. Enrollment</b>                                    |   |             |                               |   |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None        | 3 minutes                     | Year/ Block Adviser                     |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None        | 5 minutes                     | Ms. Vena D. Malunes (College Secretary) |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None        | 1 minute                      | Ms. Vena D. Malunes (College Secretary) |
|   | <b>TOTAL</b>  | <b>None</b> | <b>3 hours and 36 minutes</b> |   |

### 112. Request for Adding/Dropping of Subject/s

|   |  |  |                        |   |
|---|--|--|------------------------|---|
| Office or Division:   | College of Education   |  |                        |   |
| Classification:   | Simple   |  |                        |   |
| Type of Transaction:  | G2C – Government to Citizen  |  |                        |   |
| Who may Avail:  | Students/ Clients  |  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |  |                        |   |
| Adding/Dropping Form  | Students/ Clients  |  |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                                 | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>               |
| <b>A. Pre-Enrollment</b>  |  |  |                        |   |
| 1. Present the form to the Dean for signature   | 1. Check and Sign the form   | None   | 2 minutes              | Ms. Donna Bel F. Sy (Dean)              |
| 2. Proceed to the cashiering office for payment   | 2. Receive payment from the student and keep 1 copy for filing   | P 20.00/ form<br>Subject fee depends on the assessment | 5 minutes              | Cashier Staff                           |
| 3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College            | 3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy | None   | 2 minutes              | Ms. Vena D. Malunes (College Secretary) |
| 4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office | 4. Receive the form for recording and filing as part of the student's record in the office                         | None   | 3 minutes              | Ms. Vena D. Malunes (College Secretary) |



|  |              |  |                   |  |
|--|--------------|--|-------------------|--|
|  | <b>TOTAL</b> | <b>P 20.00/<br/>form<br/>Subject fee<br/>depends on<br/>the<br/>assessment</b> | <b>12 minutes</b> |  |
|--|--------------|--|-------------------|--|

### 113. Signing of Completion Form for Incomplete Grades

| Office or Division:  | College of Education   |                             |                   |   |
|--|--|-----------------------------|-------------------|---|
| Classification:  | Simple   |                             |                   |   |
| Type of Transaction:   | G2C – Government to Citizen  |                             |                   |   |
| Who may Avail:   | Students/ Clients  |                             |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |                             |                   |   |
| Completion Form  | Client   |                             |                   |   |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID             | PROCESSING TIME   | PERSON RESPONSIBLE                      |
| <b>A. Pre-Enrollment</b>   |  |                             |                   |   |
| 1. Present the completion form signed by the faculty to the Dean for signature | 1. Check and sign the form   | None                        | 2 minutes         | Ms. Donna Bel F. Sy (Dean)              |
| 2. Bring the signed completion form to the Registrar's Office                  | 2. Check and sign the form   | None                        | 5 minutes         | Registrar Staff                         |
| 3. Proceed to the Cashier's Office for payment                                 | 3. Receive payment from the student  | P 30.00/<br>subject         | 5 minutes         | Cashier Staff                           |
| 4. Submit an official copy of the completion form/s to the College             | 4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy | None                        | 1 minute          | Ms. Vena D. Malunes (College Secretary) |
| 5. Submit a copy of the completion form/s to the Registrar's Office            | 5. Receive the form for recording and filing as part of the student's record in the office                         | None                        | 3 minutes         | Ms. Vena D. Malunes (College Secretary) |
|  | <b>TOTAL</b>   | <b>P 30.00/<br/>subject</b> | <b>16 minutes</b> |   |

### 114. Request for Copy of Registration Form

| Office or Division:  | College of Education                                      |                 |                 |   |
|--|---|-----------------|-----------------|---|
| Classification:  | Simple  |                 |                 |   |
| Type of Transaction:   | G2C – Government to Citizen                               |                 |                 |   |
| Who may Avail:   | Students/ Clients   |                 |                 |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                     | <b>WHERE TO SECURE</b>                                    |                 |                 |   |
| None   | N/A   |                 |                 |   |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                      |
| 1. Go to the College and request for a copy of the Registration Form | 1. Provide the copy to the student and record the request | None            | 5 minutes       | Ms. Vena D. Malunes (College Secretary) |
|  | <b>TOTAL</b>  | <b>None</b>     | <b>minutes</b>  |   |



### 115. External Services

| Office or Division:                          | College of Education   |                 |                   |   |
|--|--|-----------------|-------------------|---|
| Classification:                              | Simple   |                 |                   |   |
| Type of Transaction:                         | G2C – Government to Citizen  |                 |                   |   |
| Who may Avail:                               | Alumni/Agency Partner/Other Clientele  |                 |                   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>             | <b>WHERE TO SECURE</b>   |                 |                   |   |
| Request letter and other relevant documents  | External Clients   |                 |                   |   |
| CLIENT STEPS                                 | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
| 1. Sign in the Logbook                       | 1. Advise the client to sign in the logbook.   | None            | 1 minute          | Ms. Vena D. Malunes (College Secretary)                                   |
| 2. Present/ Submit the letter of request.    | 2. Request the client to fill out the document request form or have them log the services request. | None            | 5 minutes         | Ms. Vena D. Malunes (College Secretary)                                   |
| 3. Undergo a review of the requested service | 3. Facilitate the request of the client  | None            | 7 minutes         | Ms. Donna Bel F. Sy (Dean)<br>or<br>Department/<br>Program<br>Chairperson |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>13 minutes</b> |   |

### COLLEGE OF ENGINEERING AND TECHNOLOGY

#### 116. Enrollment of New Student/Freshman for 1<sup>st</sup> Semester

| Office or Division:  | College of Engineering and Technology   |                 |                 |  |
|--|---|-----------------|-----------------|--|
| Classification:  | Simple  |                 |                 |  |
| Type of Transaction:   | G2C – Government to Citizen   |                 |                 |  |
| Who may Avail:   | Clients/ Applicants for Admission   |                 |                 |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                               | <b>WHERE TO SECURE</b>  |                 |                 |  |
| Endorsement Letter from the Admission Office                   | Client/Applicant for Admission  |                 |                 |  |
| Long Folder  | Client/Applicant for Admission  |                 |                 |  |
| 2 pcs (2x2) Picture  | Client/Applicant for Admission  |                 |                 |  |
| Trial Form   | College   |                 |                 |  |
| Registration Form  | College   |                 |                 |  |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                               |
| <b>A. Pre-Enrollment</b>                                       |   |                 |                 |  |
| 1. Present Endorsement letter provided by the Admission Office | 1. Accept endorsement letter from the Admission Office  | None            | 1 minute        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 2. N/A   | 2. Check the name of the student from the list of qualifiers provided by the Admission Office | None            | 1 minute        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |



|   |   |             |                                 |  |
|---|---|-------------|---------------------------------|--|
| 3. Take Qualifying Exam                                 | 3. Administer qualifying exam to the new entrants   | None        | 4 hours                         | CET Admission/Retention Committee                |
| 4. N/A  | 4. Posting names of CET qualifiers  | None        | 2 minutes                       | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 5. Present the long folder and 2 pcs. picture           | 5. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture | None        | 1 minute                        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| <b>B. Enrollment</b>                                    |   |             |                                 |  |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule   | None        | 3 minutes                       | Year/ Block Adviser                              |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system                             | None        | 5 minutes                       | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser         | None        | 1 minute                        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
|   | <b>TOTAL</b>  | <b>None</b> | <b>4 hours &amp; 14 minutes</b> |  |

### 117. Enrollment of Freshman for 2<sup>nd</sup> Semester

|  |   |                        |                        |   |
|--|---|------------------------|------------------------|---|
| Office or Division:                                | College of Engineering and Technology     |                        |                        |   |
| Classification:                                    | Simple                                    |                        |                        |   |
| Type of Transaction:                               | G2C – Government to Citizen               |                        |                        |   |
| Who may Avail:                                     | Clients/ Applicants for Admission         |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                   | <b>WHERE TO SECURE</b>                    |                        |                        |   |
| Endorsement Letter from the Department Chairperson | Client/Applicant for Admission            |                        |                        |   |
| Enrollment Slip                                    | College                                   |                        |                        |   |
| Trial Form   | College                                   |                        |                        |   |
| Registration Form                                  | College                                   |                        |                        |   |
| <b>CLIENT STEPS</b>                                | <b>AGENCY ACTION</b>                      | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| <b>A. Pre-Enrollment</b>                           |   |                        |                        |   |
| 1. Take Battery Exam                               | 1. Administer Battery exam to freshman    | None                   | 4 hours                | CET Admission/Retention Committee   |
| 2. N/A   | 2. Posting names of department qualifiers | None                   | 2 minutes              | Engr. Elbert Garcia – ABE<br>Engr. Jason F. Rufon – CE<br>Engr. Junrey D. Garcia – EE<br>Engr. Christian M. Mortel – ME |



|  |  |             |                                 |  |
|--|--|-------------|---------------------------------|--|
| 3. Present the Endorsement letter provided by the Department Chairperson | 3. Accept an endorsement letter from the department chairperson  | None        | 1 minute                        | Year/ Block Adviser                              |
| 4. Acquire Enrollment Slip   | 4. Provide Enrollment Slip to the student  | None        | 1 minute                        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 5. Undergo grade evaluation  | 5. Evaluate grades in the prospectus based on the previous semester's registration and apply the retention policy if applicable. | None        | 5 minutes                       | Year/ Block Adviser                              |
| <b>B. Enrollment</b>   |  |             |                                 |  |
| 1. Request for a Trial Form from the Year/Block Adviser                  | 1. Provide the student with a Trial Form and advise the student to copy the posted schedule                                      | None        | 3 minutes                       | Year/ Block Adviser                              |
| 2. Present the Trial Form with schedule                                  | 2. Accept the Trial Form and enroll the student in the system  | None        | 5 minutes                       | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 3. Request for a Registration Form from the College                      | 3. Provide the Registration Form to the student and introduce them to the assigned adviser                                       | None        | 1 minute                        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
|  | <b>TOTAL</b>   | <b>None</b> | <b>4 hours &amp; 18 minutes</b> |  |

### 118. Enrollment of Old Student

|                                  |                                       |
|----------------------------------|---------------------------------------|
| Office or Division:              | College of Engineering and Technology |
| Classification:                  | Simple                                |
| Type of Transaction:             | G2C – Government to Citizen           |
| Who may Avail:                   | Students/ Clients                     |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                |
| Enrollment Slip                  | College                               |
| Trial Form                       | College                               |
| Registration Form                | College                               |

| CLIENT STEPS                | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                               |
|-----------------------------|---|-----------------|-----------------|--|
| <b>A. Pre-Enrollment</b>    |   |                 |                 |  |
| 1. Acquire Enrollment Slip  | 1. Provide Enrollment Slip to the student   | None            | 1 minute        | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 2. Undergo grade evaluation | 2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes       | Year/ Block Adviser                              |



|  |  |             |                   |   |
|--|--|-------------|-------------------|---|
| 3. Present the Endorsement letter provided by the Department Chairperson | 3. Accept an endorsement letter from the department chairperson  | None        | 1 minute          | Year/ Block Adviser                                 |
| 4. Acquire Enrollment Slip   | 4. Provide Enrollment Slip to the student  | None        | 1 minute          | Ms. Celenia M. Agas/<br>Engr. Charmaine F. Fetalver |
| 5. Undergo grade evaluation  | 5. Evaluate grades in the prospectus based on the previous semester's registration and apply the retention policy if applicable. | None        | 5 minutes         | Year/ Block Adviser                                 |
| <b>B. Enrollment</b>   |  |             |                   |   |
| 1. Request for a Trial Form from the Year/Block Adviser                  | 1. Provide the student with a Trial Form and advise the student to copy the posted schedule                                      | None        | 3 minutes         | Year/ Block Adviser                                 |
| 2. Present the Trial Form with schedule                                  | 2. Accept the Trial Form and enroll the student in the system  | None        | 5 minutes         | Ms. Celenia M. Agas/<br>Engr. Charmaine F. Fetalver |
| 3. Request for a Registration Form from the College                      | 3. Provide the Registration Form to the student and introduce them to the assigned adviser                                       | None        | 1 minute          | Ms. Celenia M. Agas/<br>Engr. Charmaine F. Fetalver |
|  | <b>TOTAL</b>   | <b>None</b> | <b>15 minutes</b> |   |

**119. Enrollment of Shiftee**

|  |   |                        |                        |   |
|--|---|------------------------|------------------------|---|
| Office or Division:                              | College of Engineering and Technology                       |                        |                        |   |
| Classification:                                  | Simple  |                        |                        |   |
| Type of Transaction:                             | G2C – Government to Citizen                                 |                        |                        |   |
| Who may Avail:                                   | Students/ Clients   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                 | <b>WHERE TO SECURE</b>                                      |                        |                        |   |
| Endorsement from the previous College            | Student/Client  |                        |                        |   |
| Trial Form                                       | College   |                        |                        |   |
| Registration Form                                | College   |                        |                        |   |
| <b>CLIENT STEPS</b>                              | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| <b>A. Pre-Enrollment</b>                         |   |                        |                        |   |
| 1. Present endorsement from the previous College | 1. Accept and check endorsement                             | None                   | 2 minutes              | Engr. Orley G. Fadriquel  |
| 2. Undergo admittance interview                  | 2. Endorse to Department/ Program Chairperson for interview | None                   | 10 minutes             | Engr. Elbert Garcia – ABE<br>Engr. Jason F. Rufon – CE<br>Engr. Junrey D. Garcia – EE<br>Engr. Christian M. Mortel - ME |



|   |   |             |                   |  |
|---|---|-------------|-------------------|--|
| 3. Undergo grade evaluation                             | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None        | 5 minutes         | Year/ Block Adviser                              |
| <b>B. Enrollment</b>                                    |   |             |                   |  |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None        | 3 minutes         | Year/ Block Adviser                              |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None        | 5 minutes         | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 3. Request for a Registration Form from the College     | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None        | 1 minute          | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| <b>TOTAL</b>  |   | <b>None</b> | <b>26 minutes</b> |  |

## 120. Enrollment of Transferee

| Office or Division:                                     | College of Engineering and Technology   |                 |                 |   |
|---|---|-----------------|-----------------|---|
| Classification:   | Simple  |                 |                 |   |
| Type of Transaction:                                    | G2C – Government to Citizen   |                 |                 |   |
| Who may Avail:  | Clients/ Applicants for Re-Admission  |                 |                 |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                        | <b>WHERE TO SECURE</b>  |                 |                 |   |
| Endorsement Letter from Admission Office                | Student/Client  |                 |                 |   |
| Trial Form  | College   |                 |                 |   |
| Registration Form                                       | College   |                 |                 |   |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
| <b>A. Pre-Enrollment</b>                                |   |                 |                 |   |
| 1. Present endorsement letter from the Admission Office | 1. Accept and check endorsement letter  | None            | 2 minutes       | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver  |
| 2. Undergo admittance interview                         | 2. Endorse to Department/ Program Chairperson for interview   | None            | 10 minutes      | Engr. Elbert Garcia – ABE<br>Engr. Jason F. Rufon – CE<br>Engr. Junrey D. Garcia – EE<br>Engr. Christian M. Mortel - ME |
| 3. Undergo grade evaluation                             | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes       | Year/ Block Adviser   |
| <b>B. Enrollment</b>                                    |   |                 |                 |   |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes       | Year/ Block Adviser   |



|   |   |             |                   |  |
|---|---|-------------|-------------------|--|
| 2. Present the Trial Form with schedule             | 2. Accept the Trial Form and enroll the student in the system                     | None        | 5 minutes         | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 3. Request for a Registration Form from the College | 3. Provide Registration Form to the student and introduce to the assigned adviser | None        | 1 minute          | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| <b>TOTAL</b>  |   | <b>None</b> | <b>26 minutes</b> |  |

### 121. Request for Adding/Dropping of Subject/s

| Office or Division:   | College of Engineering and Technology  |  |                   |  |
|---|--|--|-------------------|--|
| Classification:   | Simple   |  |                   |  |
| Type of Transaction:  | G2C – Government to Citizen  |  |                   |  |
| Who may Avail:  | Students/ Clients  |  |                   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |  |                   |  |
| Adding/Dropping Form  | Students/ Clients  |  |                   |  |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME   | PERSON RESPONSIBLE                               |
| 1. Presents the form to the Dean for signature  | 1. Checks and Sign the form  | None   | 2 minutes         | Engr. Orley G. Fadriquel                         |
| 2. Proceed to the cashiering office for payment   | 2. Receive payment from the student and keep 1 copy for filing   | P 20.00/ form<br>Subject fee depends on the assessment         | 5 minutes         | Cashier Staff                                    |
| 3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College            | 3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy | None   | 2 minutes         | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office | 4. Receive the form for recording and filing as part of the student's record in the office                         | None   | 3 minutes         | Registrars Staff                                 |
| <b>TOTAL</b>  |  | <b>P 20.00/ form<br/>Subject fee depends on the assessment</b> | <b>12 minutes</b> |  |

### 122. Signing of Completion Form for Incomplete Grades

|                                  |                                       |  |  |  |
|----------------------------------|---------------------------------------|--|--|--|
| Office or Division:              | College of Engineering and Technology |  |  |  |
| Classification:                  | Simple                                |  |  |  |
| Type of Transaction:             | G2C – Government to Citizen           |  |  |  |
| Who may Avail:                   | Students/ Clients                     |  |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                |  |  |  |
| Completion Form                  | Clients                               |  |  |  |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID         | PROCESSING TIME   | PERSON RESPONSIBLE                               |
|--|--|-------------------------|-------------------|--|
| 1. Present the completion form signed by the faculty to the Dean for signature | 1. Check and sign the form   | None                    | 2 minutes         | Engr. Orley G. Fadriquel                         |
| 2. Bring the signed completion form to the Registrar's Office                  | 2. Check and sign the form   | None                    | 5 minutes         | Registrars staff                                 |
| 3. Proceed to the Cashier's Office for payment                                 | 3. Receive payment from the student  | ₱ 30.00/ subject        | 5 minutes         | Cashiers Staff                                   |
| 4. Submit an official copy of the completion form/s to the College             | 4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy | None                    | 1 minute          | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
| 5. Submit a copy of the completion form/s to the Registrar's Office            | 5. Receive the form for recording and filing as part of the student's record in the office                         | None                    | 3 minutes         | Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver |
|  | <b>TOTAL</b>   | <b>₱ 30.00/ subject</b> | <b>16 minutes</b> |  |

### 123. Request for Copy of Registration Form

|                                  |                                       |
|----------------------------------|---------------------------------------|
| Office or Division:              | College of Engineering and Technology |
| Classification:                  | Simple                                |
| Type of Transaction:             | G2C – Government to Citizen           |
| Who may Avail:                   | Students/ Clients                     |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                |
| None                             | N/A                                   |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                     |
|--|---|-----------------|------------------|--|
| 1. Go to the College and request for a copy of the Registration Form | 1. Provide the copy to the student and record the request | None            | 5 minutes        | Celenia M. Agas/ Charmaine F. Fetalver |
|  | <b>TOTAL</b>  | <b>None</b>     | <b>5 minutes</b> |  |

### 124. External Services

|   |                                       |
|---|---------------------------------------|
| Office or Division:                         | College of Engineering and Technology |
| Classification:                             | Simple                                |
| Type of Transaction:                        | G2C – Government to Citizen           |
| Who may Avail:                              | Students/ Clients                     |
| <b>CHECKLIST OF REQUIREMENTS</b>            | <b>WHERE TO SECURE</b>                |
| Request letter and other relevant documents | External Clients                      |

| CLIENT STEPS           | AGENCY ACTION                                | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                     |
|------------------------|--|-----------------|-----------------|--|
| 1. Sign in the Logbook | 1. Advise the client to sign in the logbook. | None            | 1 minute        | Celenia M. Agas/ Charmaine F. Fetalver |



|  |  |             |                   |   |
|--|--|-------------|-------------------|---|
| 2. Present/Submit the letter of request.     | 2. Request the client to fill out the document request form or have them log the services request. | None        | 5 minutes         | Celenia M. Agas/<br>Charmaine F. Fetalver                         |
| 3. Undergo a review of the requested service | 3. Facilitate the request of the client  | None        | 7 minutes         | Engr. Orley G. Fadriquel<br>Department/<br>Program<br>Chairperson |
| <b>TOTAL</b>                                 |  | <b>None</b> | <b>13 minutes</b> |   |

## COLLEGE OF COMPUTING, MULTIMEDIA ARTS AND DIGITAL INNOVATION

### 125. Enrollment of New Student

|                      |  |
|----------------------|--|
| Office or Division:  | College of Computing, Multimedia Arts and Digital Innovation |
| Classification:      | Simple   |
| Type of Transaction: | G2C – Government to Citizen                                  |
| Who may Avail:       | Clients/ Applicants for Admission                            |

| CHECKLIST OF REQUIREMENTS                       | WHERE TO SECURE                |
|---|--------------------------------|
| Endorsement Letter from the Admission Office    | Client/Applicant for Admission |
| Long Folder                                     | Client/Applicant for Admission |
| 2 pcs (2x2) Picture                             | Client/Applicant for Admission |
| Photocopy of High School Report Card (Form 138) | Client/Applicant for Admission |
| Trial Form                                      | Institute                      |
| Registration Form                               | Institute                      |
| Enrollment Routing Form                         | Institute                      |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                   |
|---|--|-----------------|-------------------|--------------------------------------|
| <b>A. Pre-Enrollment</b>  |  |                 |                   |                                      |
| 1. Present the Endorsement letter provided by the Admission Office            | 1. Accept an endorsement letter from the Admission Office  | None            | 1 minute          | Lian Faalam<br>(Institute Secretary) |
| 2. N/A  | 2. Check the name of the student from the list of qualifiers provided by the Admission Office                              | None            | 1 minute          | Lian Faalam<br>(Institute Secretary) |
| 2. Submit the required long folder, photocopy of Form 138, and 2 pcs. picture | 3. Require students to provide long folders (for student record purposes), a photocopy of Form 138, and 2 pcs. 2x2 picture | None            | 1 minute          | Lian Faalam<br>(Institute Secretary) |
| <b>B. Enrollment</b>  |  |                 |                   |                                      |
| 1. Request for a Trial Form from the Year/Block Adviser                       | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                    | None            | 3 minutes         | Year/ Block Adviser                  |
| 2. Present the Trial Form with schedule                                       | 2. Accept the Trial Form and enroll the student in the system  | None            | 5 minutes         | Lian Faalam<br>(Institute Secretary) |
| 3. Request for a Registration Form from the Institute                         | 3. Provide the Registration Form to the student and introduce to the assigned adviser                                      | None            | 1 minute          | Lian Faalam<br>(Institute Secretary) |
| <b>TOTAL</b>  |  | <b>None</b>     | <b>12 minutes</b> |                                      |



### 126. Enrollment of Old Student

|  |  |                        |                        |                                   |
|--|--|------------------------|------------------------|-----------------------------------|
| Office or Division:  | College of Computing, Multimedia Arts and Digital Innovation   |                        |                        |                                   |
| Classification:  | Simple   |                        |                        |                                   |
| Type of Transaction:   | G2C – Government to Citizen  |                        |                        |                                   |
| Who may Avail:   | Clients/ Applicants for Admission  |                        |                        |                                   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                       | <b>WHERE TO SECURE</b>   |                        |                        |                                   |
| Enrollment Routing Form  | Institute  |                        |                        |                                   |
| Summary of Grade Slip  | Institute  |                        |                        |                                   |
| Trial Form   | Institute  |                        |                        |                                   |
| Registration Form  | Institute  |                        |                        |                                   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>         |
| <b>A. Pre-Enrollment</b>   |  |                        |                        |                                   |
| 1. Acquire Enrollment Routing Form                                     | 1. Provide Enrollment Slip to the student  | None                   | 1 minute               | Lian Faalam (Institute Secretary) |
| 2. Present a copy of the Summary of Grades to Undergo grade evaluation | 2. Evaluate grades in the prospectus based on the previous semester's registration and applies retention policy if applicable. | None                   | 5 minutes              | Year/ Block Adviser               |
| <b>B. Enrollment</b>   |  |                        |                        |                                   |
| 1. Request for a Trial Form from the Year/Block Adviser                | 1. Provide student with a Trial Form and advise the student to copy the posted schedule  | None                   | 3 minutes              | Year/ Block Adviser               |
| 2. Present the Trial Form with schedule                                | 2. Accept the Trial Form and enroll the student in the system  | None                   | 5 minutes              | Lian Faalam (Institute Secretary) |
| 3. Request for a Registration Form from the Institute                  | 3. Provide Registration Form to the student and introduce to the assigned adviser  | None                   | 1 minute               | Lian Faalam (Institute Secretary) |
|  | <b>TOTAL</b>   | <b>None</b>            | <b>15 minutes</b>      |                                   |

### 127. Enrollment of Shiftee

|  |  |                        |                        |  |
|--|--|------------------------|------------------------|--|
| Office or Division:                                | College of Computing, Multimedia Arts and Digital Innovation |                        |                        |  |
| Classification:                                    | Simple   |                        |                        |  |
| Type of Transaction:                               | G2C – Government to Citizen                                  |                        |                        |  |
| Who may Avail:                                     | Students/ Clients  |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                   | <b>WHERE TO SECURE</b>                                       |                        |                        |  |
| Endorsement from the previous Institute/College    | Student/Client   |                        |                        |  |
| Trial Form   | Institute  |                        |                        |  |
| Registration Form                                  | Institute  |                        |                        |  |
| Enrolment Routing Form                             | Institute  |                        |                        |  |
| <b>CLIENT STEPS</b>                                | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                  |
| <b>A. Pre-Enrollment</b>                           |  |                        |                        |  |
| 1. Present endorsement from the previous Institute | 1. Accept and check endorsement                              | None                   | 2 minutes              | Catherine Bhel Aguila (Institute Director) |



|   |   |             |                   |                                   |
|---|---|-------------|-------------------|-----------------------------------|
| 2. Undergo admittance interview                         | 2. Endorse to Department/ Program Chairperson for interview   | None        | 10 minutes        | Department/ Program Chairperson   |
| 3. Undergo grade evaluation                             | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None        | 5 minutes         | Year/ Block Adviser               |
| <b>B. Enrollment</b>                                    |   |             |                   |                                   |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None        | 3 minutes         | Year/ Block Adviser               |
| 2. Present the Trial Form with schedule                 | 2. Accept the Trial Form and enroll the student in the system   | None        | 5 minutes         | Lian Faalam (Institute Secretary) |
| 3. Request for a Registration Form from the Institute   | 3. Provide Registration Form to the student and introduce to the assigned adviser   | None        | 1 minute          | Lian Faalam (Institute Secretary) |
| <b>TOTAL</b>  |   | <b>None</b> | <b>26 minutes</b> |                                   |

### 128. Enrollment of Transferee

|                      |  |
|----------------------|--|
| Office or Division:  | College of Computing, Multimedia Arts and Digital Innovation |
| Classification:      | Simple   |
| Type of Transaction: | G2C – Government to Citizen                                  |
| Who may Avail:       | Clients/ Applicants for Re-Admission                         |

| CHECKLIST OF REQUIREMENTS                    |  | WHERE TO SECURE                    |  |  |
|--|--|------------------------------------|--|--|
| Endorsement Letter from the Admission Office |  | Client/ Applicant for Re-Admission |  |  |
| Trial Form                                   |  | Institute                          |  |  |
| Registration Form                            |  | Institute                          |  |  |
| Enrolment Routing Form                       |  | Institute                          |  |  |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                |
|---|---|-----------------|-----------------|-----------------------------------|
| <b>A. Pre-Enrollment</b>                                |   |                 |                 |                                   |
| 1. Present endorsement letter from the Admission Office | 1. Accept and check endorsement letter  | None            | 2 minutes       | Lian Faalam (Institute Secretary) |
| 2. Undergo admittance interview                         | 2. Endorse to Department/ Program Chairperson for interview   | None            | 10 minutes      | Department/ Program Chairperson   |
| 3. Undergo grade evaluation                             | 3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable. | None            | 5 minutes       | Year/ Block Adviser               |
| <b>B. Enrollment</b>                                    |   |                 |                 |                                   |
| 1. Request for a Trial Form from the Year/Block Adviser | 1. Provide student with a Trial Form and advise the student to copy the posted schedule                                     | None            | 3 minutes       | Year/ Block Adviser               |



|   |   |             |                   |                                      |
|---|---|-------------|-------------------|--------------------------------------|
| 2. Present the Trial Form with schedule               | 2. Accept the Trial Form and enroll the student in the system                     | None        | 5 minutes         | Lian Faalam<br>(Institute Secretary) |
| 3. Request for a Registration Form from the Institute | 3. Provide Registration Form to the student and introduce to the assigned adviser | None        | 1 minute          | Lian Faalam<br>(Institute Secretary) |
| <b>TOTAL</b>  |   | <b>None</b> | <b>26 minutes</b> |                                      |

### 129. Request for Adding/Dropping of Subject/s

| Office or Division:   | College of Computing, Multimedia Arts and Digital Innovation   |  |                 |   |
|---|--|--|-----------------|---|
| Classification:   | Simple   |  |                 |   |
| Type of Transaction:  | G2C – Government to Citizen  |  |                 |   |
| Who may Avail:  | Students/ Clients  |  |                 |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |  |                 |   |
| Adding/Dropping Form  | Students/ Clients  |  |                 |   |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE                            |
| 1. Presents the form to the Dean for signature  | 1. Checks and Sign the form  | None   | 2 minutes       | Catherine Bhel Aguilá<br>(Institute Director) |
| 2. Proceed to the cashiering office for payment   | 2. Receive payment from the student and keep 1 copy for filing   | ₱ 20.00/ form<br>Subject fee depends on the assessment                   | 5 minutes       | Collection Staff<br>Ms. Mary Jane Balse       |
| 3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Institute          | 3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy | None   | 2 minutes       | Lian Faalam<br>(Institute Secretary)          |
| 4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office | 4. Receive the form for recording and filing as part of the student's record in the office                         | None   | 3 minutes       | Registrar Staff                               |
|   | <b>TOTAL</b>   | <b>₱ 20.00/ form</b><br><b>The subject fee depends on the assessment</b> | <b>minutes</b>  |   |

### 130. Signing of Completion Form for Incomplete Grades

| Office or Division:  | College of Computing, Multimedia Arts and Digital Innovation |                 |                 |   |
|--|--|-----------------|-----------------|---|
| Classification:  | Simple   |                 |                 |   |
| Type of Transaction:   | G2C – Government to Citizen                                  |                 |                 |   |
| Who may Avail:   | Students/ Clients  |                 |                 |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>                                       |                 |                 |   |
| Completion Form  | Client   |                 |                 |   |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                            |
| 1. Present the completion form signed by the faculty to the Dean for signature | 1. Check and sign the form                                   | None            | 2 minutes       | Catherine Bhel Aguilá<br>(Institute Director) |



|  |  |                         |                   |                                   |
|--|--|-------------------------|-------------------|-----------------------------------|
| 2. Bring the signed completion form to the Registrar's Office        | 2. Check and sign the form   | None                    | 5 minutes         | Registrar Staff                   |
| 3. Proceed to the Cashier's Office for payment                       | 3. Receive payment from the student  | ₱ 30.00/ subject        | 5 minutes         | Lian Faalam (Institute Secretary) |
| 4. Submit an official copy of the completion form/s to the Institute | 4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy | None                    | 1 minute          | Lian Faalam (Institute Secretary) |
| 5. Submit a copy of the completion form/s to the Registrar's Office  | 5. Receive the form for recording and filing as part of the student's record in the office                         | None                    | 3 minutes         | Registrar Staff                   |
| <b>TOTAL</b>   |  | <b>₱ 30.00/ subject</b> | <b>16 minutes</b> |                                   |

### 131. Request for Copy of Registration Form

| Office or Division:  | College of Computing, Multimedia Arts and Digital Innovation |                 |                 |                                   |
|--|--|-----------------|-----------------|-----------------------------------|
| Classification:  | Simple   |                 |                 |                                   |
| Type of Transaction:   | G2C – Government to Citizen                                  |                 |                 |                                   |
| Who may Avail:   | Students/ Clients  |                 |                 |                                   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                       | <b>WHERE TO SECURE</b>                                       |                 |                 |                                   |
| None   | N/A  |                 |                 |                                   |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                |
| 1. Go to the Institute and request for a copy of the Registration Form | 1. Provide the copy to the student and record the request    | None            | 5 minutes       | Lian Faalam (Institute Secretary) |
| <b>TOTAL</b>   |  | <b>None</b>     | <b>minutes</b>  |                                   |

### 132. Conduct of Institute Pre-Qualifying Examination

| Office or Division:  | College of Computing, Multimedia Arts and Digital Innovation                                  |                 |                                |                                       |
|--|---|-----------------|--------------------------------|---------------------------------------|
| Classification:  | Simple  |                 |                                |                                       |
| Type of Transaction:   | G2C – Government to Citizen   |                 |                                |                                       |
| Who may Avail:   | Students/ Clients (*For non-qualifiers only)  |                 |                                |                                       |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |                 |                                |                                       |
| Endorsement Slip   | Admission Office  |                 |                                |                                       |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME                | PERSON RESPONSIBLE                    |
| 1. Present the Endorsement letter provided by the Admission Office                             | 1. Accept an endorsement letter from the Admission Office                                     | None            | 1 minute                       | Mr. Lian Faalam (Institute Secretary) |
| 2. N/A   | 2. Check the name of the student from the list of qualifiers provided by the Admission Office | None            | 1 minute                       | Mr. Lian Faalam (Institute Secretary) |
| 3. Attend the scheduled pre-qualifying examination, which may be administered in written form. | 3. Conduct a thorough check of the exam papers to assess the student's performance.           | None            | 2 hours                        | Testing administrator                 |
| <b>TOTAL</b>   |   | <b>None</b>     | <b>2 hours &amp; 2 minutes</b> |                                       |



### 133. Request of Document and other External Services

| Office or Division:                          | College of Computing, Multimedia Arts and Digital Innovation                                       |                 |                   |  |
|--|--|-----------------|-------------------|--|
| Classification:                              | Simple   |                 |                   |  |
| Type of Transaction:                         | G2C – Government to Citizen  |                 |                   |  |
| Who may Avail:                               | Students/ Clients  |                 |                   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>             | <b>WHERE TO SECURE</b>   |                 |                   |  |
| None   | N/A  |                 |                   |  |
| CLIENT STEPS                                 | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
| 1. Sign in the Logbook                       | 1. Advise the client to sign in the logbook.   | None            | 1 minute          | Lian Faalam<br>(Institute Secretary)   |
| 2. Present/ Submit the letter of request.    | 2. Request the client to fill out the document request form or have them log the services request. | None            | 5 minutes         | Lian Faalam<br>(Institute Secretary)   |
| 3. Undergo a review of the requested service | 3. Facilitate the request of the client  | None            | 7 minutes         | Catherine Bhel Aguila<br>Institute Director<br>or Department/<br>Program Chairperson |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>13 minutes</b> |  |

### Office of the Vice President for Academic Affairs

#### 134. Signing of University and Academic-Related Documents

OVPAA receives and assesses various documents such as Request to Render Overtime, Attendance Records/Biometrics, Application for Leave, Voucher, Academic-related Certificates, Letters from different stakeholders, etc.

| Office or Division:  | Office of the Vice President for Academic Affairs   |   |                   |                    |
|--|---|---|-------------------|--------------------|
| Classification:  | Simple  |   |                   |                    |
| Type of Transaction:   | G2C   |   |                   |                    |
| Who may Avail:   | Faculty, Non-Teaching Staff, and/or their authorized representative   |   |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |   |                   |                    |
| Duly accomplished forms, records, certificates or documents signed by other signatories other than the Vice President for Academic Affairs |   | From any College, Institute, Campus, Unit or Office |                   |                    |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID                                     | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Sign in the client's logbook  | 1. Check the logbook if the client has signed in  | None  | 2 minutes         | Clerk on Duty      |
| 2. Submit the document/s to the attending clerk  | 2. Receive the document/s and check for completeness<br><i>*Documents with incomplete attachments will be returned for completion, while those with complete requirements shall be forwarded to the VPAA for signing.</i> | None  | 5 minutes         | Clerk on Duty      |
| 3. Wait for the document/s for signing   | 3. Evaluate and sign the document/s   | None  | 2 minutes         | VPAA               |
| 4. Receive the signed documents  | 4. Hand in the signed document/s to the client  | None  | 1 minute          | Clerk on Duty      |
| 5. Sign out in the client's logbook  | 5. Check the logbook if the client has signed out   | None  | 2 minutes         | Clerk on Duty      |
|  | <b>TOTAL</b>  | <b>None</b>   | <b>12 minutes</b> |                    |



### 135. Endorsement of Academic-Related Documents

OVPAA endorses various documents such as Faculty/Student Travel, Deloading, Teacher Applicants, Part-Time Lecturers (for issuance of Authority to Teach), etc.

| Office or Division:   |  | Office of the Vice President for Academic Affairs |   |                    |
|---|--|---|---|--------------------|
| Classification:   |  | Simple  |   |                    |
| Type of Transaction:  |  | G2G   |   |                    |
| Who may Avail:  |  | Faculty, Students                                 |   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  |   | <b>WHERE TO SECURE</b>                              |                    |
| Duly accomplished letters signed by other signatories other than the VPAA |  |   | From any College, Institute, Campus, Unit or Office |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID                                   | PROCESSING TIME                                     | PERSON RESPONSIBLE |
| 1. Sign in the client's logbook   | 1. Provide the logbook to the client   | None  | 2 minutes   | Clerk on Duty      |
| 2. Submit the document/s to the attending clerk                           | 2. Receive the document/s, check for completeness, set an appointment, and hand in the documents to the VPAA | None  | 5 minutes   | Clerk on Duty      |
| 3. Convene with the VPAA for clarification, suggestions, etc.             | 3. Discuss and agree on the provisions or contents of the documents for endorsement                          | None  | 10 minutes  | VPAA               |
| 4. N/A  | 4. Write and sign the endorsement to the University President  | None  | 5 minutes   | VPAA               |
| 5. N/A  | 5. Forward the signed endorsement to the Office of the University President                                  | None  | 2 minutes   | Clerk on Duty      |
| 6. Sign out in the client's logbook                                       | 6. Provide the logbook to the client   | None  | 2 minutes   | Clerk on Duty      |
| 7. Receive update regarding the request                                   | 7. Inform the client on the approval/disapproval of the request  | None  | 2 minutes   | Clerk on Duty      |
| <b>TOTAL</b>  |  | <b>None</b>                                       | <b>28 minutes</b>                                   |                    |



### 136. Recommending Approval of University Documents

OVPAA recommends the approval of Individual Performance Commitment Review (IPCR), Office Performance and Commitment Review (OPCR), Proposals related to Academic Activities, etc.

|  |  |                        |   |                           |
|--|--|------------------------|---|---------------------------|
| Office or Division:  | Office of the Vice President for Academic Affairs  |                        |   |                           |
| Classification:  | Simple   |                        |   |                           |
| Type of Transaction:   | G2G  |                        |   |                           |
| Who may Avail:   | Faculty, Students  |                        |   |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                        | <b>WHERE TO SECURE</b>                              |                           |
| Duly accomplished proposals or letters signed by other signatories other than the VPAA |  |                        | From any College, Institute, Campus, Unit or Office |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                              | <b>PERSON RESPONSIBLE</b> |
| 1. Sign in the client's logbook  | 1. Provide the logbook to the client   | None                   | 2 minutes   | Clerk on Duty             |
| 2. Submit the document/s to the attending clerk  | 2. Receive the document/s, check for completeness, set an appointment, and hand in the documents to the VPAA | None                   | 5 minutes   | Clerk on Duty             |
| 3. Convene with the VPAA for clarification, suggestions, etc.                          | 3. Discuss and agree on the contents of the documents for recommending approval                              | None                   | 10 minutes  | VPAA                      |
| 4. Receive the signed documents  | 4. Release the document back to the client (or to the office of the next signatory)                          | None                   | 1 minute  | Clerk on Duty             |
| 5. Sign out in the client's logbook  | 5. Provide the logbook to the client   | None                   | 2 minutes   | Clerk on Duty             |
| <b>TOTAL</b>   |  | <b>None</b>            | <b>20 minutes</b>                                   |                           |

### 137. Approval of Form E-0

|  |   |                        |   |                           |
|--|---|------------------------|---|---------------------------|
| Office or Division:  | Office of the Vice President for Academic Affairs   |                        |   |                           |
| Classification:  | Complex   |                        |   |                           |
| Type of Transaction:   | G2G   |                        |   |                           |
| Who may Avail:   | Faculty, College Secretary  |                        |   |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |                        | <b>WHERE TO SECURE</b>                              |                           |
| Duly accomplished Form E-0 signed by the Faculty, Chairperson, and the Dean/Institute Director/Campus Director |   |                        | From any College, Institute, Campus, Unit or 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 the Form E0 of faculty members to the attending clerk  | 1. Receive the Form E-0 with Summary of Faculty Load, check for completeness, and hand in the documents to the VPAA | None                   | 5 minutes   | Clerk on Duty             |
| 2. N/A   | 2. Evaluate and sign the Form E0  | None                   | 2 days  | VPAA                      |
| 3. N/A   | 3. Scan the Form-E0   | None                   | 10 minutes  | Clerk on Duty             |
| 4. N/A   | 4. Return the documents to the client   | None                   | 1 minute  | Clerk on Duty             |
| 5. Receive the signed Form E0  | 5. Hand in the signed Form E-0 to the client  | None                   | 1 minute  | Clerk on Duty             |
| <b>TOTAL</b>   |   | <b>None</b>            | <b>20 minutes</b>                                   |                           |



## Data Protection Office

### 138. Render Service Request

Render service requests to RSU Community

|   |   |                        |                        |                                    |
|---|---|------------------------|------------------------|------------------------------------|
| Office or Division:   | Data Protection Office  |                        |                        |                                    |
| Classification:   | Highly Technical  |                        |                        |                                    |
| Type of Transaction:  | G2C – Government to Citizen   |                        |                        |                                    |
| Who may Avail:  | All RSU Students and Employees  |                        |                        |                                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   |                        | <b>WHERE TO SECURE</b> |                                    |
| Filled-up Service Request Form, email, request letter, or any other form of written requests or referral letter from the Office of the University President           |   |                        | Requesting Party       |                                    |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>          |
| 1. Submit filled-up Service Request Form, email, request letter, or any other form of written requests or referral letter from the Office of the University President | 1.a. Acknowledge receipt of filled-up Service Request Form, email, request letter, or any other form of written requests or referral letter from the Office of the University President<br>1.b Forward the request to Data Protection Officer<br>1.c Draft and finalize requested service | None                   | 13 Days                | DPO Staff, Data Protection Officer |
| 2. Receive Service Request  | Release requested service   | None                   | 1 Day                  | DPO Staff                          |
| <b>TOTAL:</b>   |   | <b>None</b>            | <b>14 days</b>         |                                    |

### 139. Conduct of Data Privacy Trainings and Seminars

To educate the RSU Community about Data Privacy Act and data protection

|  |  |                        |                          |   |
|--|--|------------------------|--------------------------|---|
| Office or Division:  | Data Protection Office   |                        |                          |   |
| Classification:  | Complex  |                        |                          |   |
| Type of Transaction:   | G2C – Government to Government   |                        |                          |   |
| Who may Avail:   | All RSU Employees  |                        |                          |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                        | <b>WHERE TO SECURE</b>   |   |
| 1. Filled-up Service Request Form, email, or request letter requesting for lecture with the following: Data privacy topics to be discussed; Preferred schedule and venue; Participant's background; and Contact Info |  |                        | 1. Requesting Party      |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b>                                 |
| 1. Submit filled-up Service Request Form, email, or request letter requesting for lecture on Data Privacy  | 1.a. Acknowledge receipt of the request<br>1.b Forward request to Resource Speaker<br>1.c. Evaluate request if will be accommodated or not | None<br>None<br>None   | 2 Days<br>1 day<br>1 day | DPO Staff,<br>Data Protection Officer<br>Resource Speaker |
| 2. Receive Confirmation  | 2. Communicate with Requesting Party whether request is accommodated or not  | None                   | 1 Day                    | DPO Staff   |
| 3. Attend the lecture  | 3. Conduct the lecture, gather attendance and feedback from participants   | None                   | 1 Day                    | DPO Team, Resource Speaker                                |
| <b>TOTAL:</b>  |  | <b>None</b>            | <b>6 Days</b>            |   |



**140. Investigate Security Incidents and Personal Data Breaches**

Investigate security incidents and personal data breaches and if necessary, exercise breach reporting procedures in coordination with RSU Privacy Officers

|  |  |                        |                        |                            |
|--|--|------------------------|------------------------|----------------------------|
| Office or Division:  | Data Protection Office   |                        |                        |                            |
| Classification:  | Highly Technical   |                        |                        |                            |
| Type of Transaction:   | G2C – Government to Citizen  |                        |                        |                            |
| Who may Avail:   | All RSU Students and Employees   |                        |                        |                            |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                        | <b>WHERE TO SECURE</b> |                            |
| Email the incident with all information on hand both to Data Protection Officer and the Privacy Officer having the jurisdiction over the unit/office/campus involved           |  |                        | Requesting Party       |                            |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Email the incident with all information on hand both to Data Protection Officer and the Privacy Officer having the jurisdiction over the unit involved within two (2) hours | 1.a. Acknowledge receipt Email   | None                   | 1 hour                 | DPO/ Privacy Officer       |
|  | 1.b Categorization of the Incident   | None                   | 1 hour                 | DPO                        |
|  | 1.c Investigation and identification of the Incident   | None                   | 8 hours                | Data Privacy Response Team |
| 2. Receive Notification  | 2.a. If necessary, reporting to National Privacy Commission and notification to affected Data Subjects | None                   | 2 days, and 14 hours   | DPO                        |
|  | 2.b Containment and eradication of the cause of Security Incident or Personal Data Breach              | None                   | 7 days                 | Data Privacy Response Team |
|  | 2.c. Restore the system or application to its working state  | None                   | 7 days                 | Data Privacy Response Team |
|  | 2.d. Update the status of the Security Incident or Personal Data Breach                                | None                   | 1 day                  | Data Privacy Response Team |
|  | 2.e Discussion of lessons learned  | None                   | 1 day                  | DPO                        |
| <b>TOTAL:</b>  |  | <b>None</b>            | <b>14 days</b>         |                            |



**Central Records Management Office**

**141. Receiving and Control of External Correspondences (Registered / Received from Couriers/Delivered by Hand)**

The service allows a systematic procedure of receiving external correspondences from other agencies/institutions (government or non – government).

|                      |  |
|----------------------|--|
| Office or Division:  | Central Records Management Office  |
| Classification:      | Simple   |
| Type of Transaction: | G2C – Government to Citizen<br>G2B – Government to Business/Private Entity/ies<br>G2G – Government to Government |
| Who may Avail:       | All  |

| CHECKLIST OF REQUIREMENTS  |  |                 | WHERE TO SECURE   |                    |
|--|--|-----------------|-------------------|--------------------|
| Communication/Records/Documents from other agencies/institutions (government or non – government). |  |                 | Client            |                    |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Sign in the visitor's logbook.  | 1. Give the visitor's logbook to the client.   | None            | 2 minutes         | ODIMO/Office Staff |
| 2. Present the documents/ communication letters with attachments, if any.                          | 2. Receive and review the communication/records/documents  | None            | 3 minutes         | ODIMO/Office Staff |
| 3. N/A   | 3. Record the documents/communication letters in the Mail Register Form (MRF) and indicate the descriptions thereof. | None            | 3 minutes         | ODIMO/Office Staff |
| 4. Sign out in the visitor's logbook.  | 4. Check the visitor's logbook if the client has signed out.   | None            | 2 minutes         | ODIMO/Office Staff |
| 5. N/A   | 5. Forward the documents/ communications to the concerned office/unit/employee for action.                           | None            | 5 minutes         | ODIMO/Office Staff |
| <b>TOTAL</b>   |  | <b>None</b>     | <b>15 minutes</b> |                    |



**142. Receiving and Control of Internal Correspondences (Including Duplicate Copies from the Office of the President)**

The service allows a systematic procedure of receiving and control of internal correspondences (including duplicate copies from the Office of the President).

|  |   |                        |                        |                           |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division:  | Central Records Management Office   |                        |                        |                           |
| Classification:  | Simple  |                        |                        |                           |
| Type of Transaction:   | G2C – Government to Citizen   |                        |                        |                           |
| Who may Avail:   | All Employees within the University   |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |                        | <b>WHERE TO SECURE</b> |                           |
| Communication/Records/Documents duly acted upon by the RSU President/Vice Presidents, Deans, Directors, Unit Heads, and Authorized Representatives |   |                        | Client                 |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Sign in the visitor's logbook.  | 1. Give the visitor's logbook to the client.  | None                   | 2 minutes              | ODIMO/Office Staff        |
| 2. Present the documents/communication letters with attachments, if any.   | 2. Review the nature/format of the communication/records/document. It shall be duly signed by the proper authorities before receiving the document.   | None                   | 3 minutes              | ODIMO/Office Staff        |
| 3. N/A   | 3. Stamp "RECEIVED" using official receiving stamp at the lower left portion of the correspondence. Assign a tracer number, date, time and initial of the office receiving staff.               | None                   | 3 minutes              | ODIMO/Office Staff        |
| 4. N/A   | 4. Record the communication/documents in the assigned logbook.  |                        | 3 minutes              | ODIMO/Office Staff        |
| 5. Sign out in the visitor's logbook.  | 5. Check the visitor's logbook if the client has signed out.  | None                   | 2 minutes              | ODIMO/Office Staff        |
| 6. N/A   | 6.a Prior to filing, the correspondence should be scanned and recorded in the e – filing system for easy retrieval.<br><br>6.b File the copy of the correspondence in the assigned file folder. | None                   | 2 minutes              | ODIMO/Office Staff        |
|  | <b>TOTAL</b>  | <b>None</b>            | <b>15 minutes</b>      |                           |



### 143. Request for Access to Documents/Records

|  |  |                                   |                        |                                     |
|--|--|-----------------------------------|------------------------|-------------------------------------|
| Office or Division:                            | Central Records Management Office  |                                   |                        |                                     |
| Classification:                                | Simple   |                                   |                        |                                     |
| Type of Transaction:                           | G2C – Government to Citizen  |                                   |                        |                                     |
| Who may Avail:                                 | All Employees within the University  |                                   |                        |                                     |
| <b>CHECKLIST OF REQUIREMENTS</b>               |  | <b>WHERE TO SECURE</b>            |                        |                                     |
| Duly accomplished Document Request Form (DRF)  |  | Central Records Management Office |                        |                                     |
| <b>CLIENT STEPS</b>                            | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>            | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>           |
| 1. Sign in the visitor's logbook.              | 1. Give the visitor's logbook to the client.   | None                              | 2 minutes              | ODIMO/Office Staff                  |
| 2. Accomplish the Document Request Form (DRF). | 2. The ODIMO/Office Staff shall conduct the initial evaluation of the completely filled – up Document Request Form. Deny the request if the form is incomplete.  | None                              | 3 minutes              | ODIMO/Office Staff                  |
| 3. N/A   | 3.a Give the accomplished Document Request Form to the Records Officer for approval.<br><br>3.b Retrieve the documents/records requested by the client.<br><br>3.c If documents/records are not available, disapprove the request and inform the client.<br><br>3.d If documents/records are available, reproduce the documents. | None                              | 5 minutes              | ODIMO/Office Staff; Records Officer |
| 4. Claim the requested records/ documents      | 4.a Release a photocopy of the requested records/documents.<br><br>4.b File the Document Request Form (DRF) in the assigned file folder.   | None                              | 3 minutes              | ODIMO/Office Staff                  |
| 5. Sign out in the visitor's logbook.          | 5. Check the visitor's logbook if the client has signed out.   | None                              | 2 minutes              | ODIMO/Office Staff                  |
|  | <b>TOTAL</b>   | <b>None</b>                       | <b>15 minutes</b>      |                                     |



### 144. Authentication of Records/Documents

authentication/certified photocopy.

| Office or Division:   | Central Records Management Office  |                 |                                   |                                      |
|---|--|-----------------|-----------------------------------|--------------------------------------|
| Classification:   | Simple   |                 |                                   |                                      |
| Type of Transaction:  | G2C – Government to Citizen  |                 |                                   |                                      |
| Who may Avail:  | Internal Clients (Faculty, Staff, and Students)  |                 |                                   |                                      |
| CHECKLIST OF REQUIREMENTS   |  |                 | WHERE TO SECURE                   |                                      |
| Duly accomplished Document Authentication Slip (DAS)  |  |                 | Central Records Management Office |                                      |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                   | PERSON RESPONSIBLE                   |
| 1. Sign in the visitor's logbook.   | 1. Give the visitor's logbook to the client.   | None            | 2 minutes                         | ODIMO/Office Staff                   |
| 2. Accomplish the Document Authentication Slip (DAS).   | 2. Receive the duly accomplished Document Authentication Slip (DAS).   | None            | 2 minutes                         | ODIMO/Office Staff                   |
| 3. Present the original document to the staff.  | 3. Identify if the document presented for certification/authentication is original.  | None            | 3 minutes                         | ODIMO/Office Staff                   |
| 4. N/A  | 4. Stamp the document for authenticity.  | None            | 1 minute                          | Records Officer; Authorized Designee |
| 5. Claim the authenticated/certified photocopied records/documents together with the original copies. | 5. Releases the authenticated/certified photocopied records/documents together with the original copies.<br>5.1 File the Document Authentication Slip (DAS) in the assigned file folder. | None            | 5 minutes                         | ODIMO/Office Staff                   |
| 6. Sign out in the visitor's logbook.   | 6. Check the visitor's logbook if the client has signed out.   | None            | 2 minutes                         | ODIMO/Office Staff                   |
| <b>TOTAL</b>  |  | <b>None</b>     | <b>15 minutes</b>                 |                                      |

### University Policy Systems Office

### 145. Receiving of Proposal Form and Other Documents

| Office or Division:                                   | University Policy Systems Office   |                 |                  |                    |
|---|--|-----------------|------------------|--------------------|
| Classification:                                       | Simple   |                 |                  |                    |
| Type of Transaction:                                  | G2C - Government to Citizen<br>G2G – Government to Government  |                 |                  |                    |
| Who may Avail:  | All Employees  |                 |                  |                    |
| CHECKLIST OF REQUIREMENTS                             |  |                 | WHERE TO SECURE  |                    |
| Duly accomplished Proposal Form                       |  |                 | UPSO             |                    |
| Receiving Copy  |  |                 | Client           |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Fill out and submit Proposal Form/ other documents | 1.a Review and receive submitted Proposal Form and other documents.<br>1.b Forward to UPSO Head for appropriate action | None            | 2 minutes        | UPSO Head, Staff   |
| <b>TOTAL</b>  |  | <b>None</b>     | <b>2 minutes</b> |                    |



### 146. Consultation of Proposed Policies and Other Concerns

The service allows a systematic procedure of consultation of proposed policies and other concerns.

|  |  |                        |                        |                           |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division:                                  | University Policy Systems Office   |                        |                        |                           |
| Classification:                                      | Simple   |                        |                        |                           |
| Type of Transaction:                                 | G2C - Government to Citizen<br>G2G – Government to Government                                      |                        |                        |                           |
| Who may Avail:                                       | All Employees  |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                     |  |                        | <b>WHERE TO SECURE</b> |                           |
| None   |  |                        | 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. Advise UPSO Head for consultation and discussion. | 1.a Schedule consultation and discussion<br><br>1.b Discuss the concerns and make recommendations. | None                   | 10 minutes             | UPSO Head                 |
|  | <b>TOTAL</b>   | <b>None</b>            | <b>10 minutes</b>      |                           |

### 147. Releasing of Approved Policies and Other Documents

The service allows a systematic procedure of releasing of approved policies and other documents to the concerned unit's/offices.

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division:                                   | University Policy Systems Office  |                        |                        |                           |
| Classification:                                       | Simple  |                        |                        |                           |
| Type of Transaction:                                  | G2C - Government to Citizen   |                        |                        |                           |
| Who may Avail:  | All Employees   |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                      |   |                        | <b>WHERE TO SECURE</b> |                           |
| None  |   |                        | 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. Receive the approved policies and other documents. | 1.a Forward the approved policies and other documents to concerned unit/office Head.<br><br>1.b Secure a copy and record released documents for filing. | None                   | 2 minutes              | UPSO Head, Staff          |
|   | <b>TOTAL</b>  | <b>None</b>            | <b>2 minutes</b>       |                           |

## CAMPUSES

(Cajidiocan, Calatrava, Romblon, San Agustin, San Andres, San Fernando, Sta. Fe, and Sta. Maria)

## CAMPUS ADMISSION AND REGISTRATION

### 148. Admission and Registration Enrolment

|  |  |  |
|--|--|--|
| Office or Division:                          | Campus Registrar's Office                            |  |
| Classification:                              | Simple   |  |
| Type of Transaction:                         | G2C – Government to Citizen                          |  |
| Who may Avail:                               | Clients - New/Continuing/Transferee/Shifter Students |  |
| <b>CHECKLIST OF REQUIREMENTS</b>             | <b>WHERE TO SECURE</b>                               |  |
| <b>For New Students</b>                      |  |  |
| RSUAT Admission Examination                  | Campus Test Center                                   |  |
| NSO/PSA Birth Certificate                    | Client   |  |
| Form 138 (High School Card)                  | Client   |  |
| Original Certificate of Good Moral Character | Client   |  |
| 2 copies of Passport Size photo ID           | Client   |  |



| <b>For Transferee/Shifters Students</b>  |  |                                 |                        |                             |
|--|--|---------------------------------|------------------------|-----------------------------|
| Official Transcript of Records/Certification of Grades   |  | Client                          |                        |                             |
| Certificate of Honorable Dismissal   |  | Client                          |                        |                             |
| Certificate of Good Moral Character  |  | Client                          |                        |                             |
| NSO Birth Certificate  |  | Client                          |                        |                             |
| <b>For Continuing Students</b>   |  |                                 |                        |                             |
| Approved Clearance   |  | Department Chairperson'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 New Students</b>  |  |                                 |                        |                             |
| 1. Secure enrollment route form and fill out the form. Submit the requirements.                            | 1. Receives and checks the completeness of required information and required documents of the students. Issues Enrolment Route Form and Trial Form | None                            | 2 minutes              | Registrar's Staff           |
| 2. Fill out the enrolment route form and proceed to the designated area to copy the subject and schedules  | 2. Check the availability of subjects and slots  | None                            | 5 minutes              | Registrar's Staff           |
| 3. Proceed to Program Chair for approval.  | 3. Approve subject load  | None                            | 5 minutes              | Program Chair               |
| 4. Proceed to Registrars' Office for encoding system   | 4. Encode the approved subject and print   | None                            | 5 minutes              | Registrar's Staff           |
| 5. Sign the logbook  | 5. Release of Certificate of Registration (COR)  | None                            | 1 minute               | Registrar's Staff           |
|  | <b>TOTAL</b>   | <b>None</b>                     | <b>18 minues</b>       |                             |
| <b>For Transferee/ Shifters Students</b>   |  |                                 |                        |                             |
| 1. Submit requirements.  | 1. Receive and check the completeness and integrity of the documents and Issue Enrolment Route Form and Trial Form                                 | None                            | 2 minutes              | Registrar's Staff           |
| 2. N/A   | Crediting the subjects   | None                            | 5 minutes              | Registrar/<br>Program Chair |
| 3. Fill out the enrolment route form and proceed to the designated area to copy the subject and schedules. | 3. Check the availability of subject slot.   | None                            | 5 minutes              | Registrar's Staff           |
| 4. Proceed to Program Chair for approval.  | 4. Approve subject load  | None                            | 5 minutes              | Program Chair               |
| 5. Proceed to Registrars' Office for encoding system   | 5. Encode the approved subject and print   | None                            | 5 minutes              | Registrar's Staff           |
| 6. Sign the logbook  | 6. Release of Certificate of Registration (COR)  | None                            | 1 minute               | Registrar's Staff           |
|  | <b>TOTAL</b>   | <b>None</b>                     | <b>18 minues</b>       |                             |
| <b>For Old/ Continuing Students</b>  |  |                                 |                        |                             |
| 1. Secure and Fill out the Enrolment Route Form  | 1. Receive and check the completeness of required information and required documents of the students. Issues Enrolment Route Form and Trial Form   | None                            | 2 minutes              | Registrar's Staff           |



|  |   |             |                   |                   |
|--|---|-------------|-------------------|-------------------|
| 2. Fill out the enrolment route form and proceed to the designated area to copy the subject and schedules. | 2. Check the availability of subject slot.      | None        | 5 minutes         | Registrar's Staff |
| 3. Proceed to Program Chair for approval.  | 3. Approve subject load                         | None        | 5 minutes         | Program Chair     |
| 4. Proceed to Registrars' Office for encoding system   | 4. Encode the approved subject and print        | None        | 5 minutes         | Registrar's Staff |
| 5. Sign the logbook  | 5. Release of Certificate of Registration (COR) | None        | 1 minute          | Registrar's Staff |
| <b>TOTAL</b>   |   | <b>None</b> | <b>18 minutes</b> |                   |

## CAMPUS GUIDANCE AND COUNSELING SERVICES

### 149. Issuance of Certificate of Good Moral Character

|                                  |  |
|----------------------------------|--|
| Office or Division:              | Campus Guidance Office                       |
| Classification:                  | Simple                                       |
| Type of Transaction:             | G2C – Government to Citizen                  |
| Who may Avail:                   | Students/Transferees and Shiftees/ Graduates |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                       |
| Clearance                        | Office Secretary                             |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                    |
|---|--|-----------------|------------------|---------------------------------------|
| 1. Sign in the visitor's logbook                                    | 1. Provide the logbook to the student.               | None            | 2 minutes        | Office Staff/<br>Guidance Coordinator |
| 2. Wait for the printing of the document.                           | 2. Prepare the requested document and signs it.      | None            | 2 minutes        | Office Staff/<br>Guidance Coordinator |
| 3. Receive the document   | 3. Remind the student of the next step               | None            | 1 minute         | Office Staff/<br>Guidance Coordinator |
| 4. Present the document to the registrar for the seal               | 4. Seal the CGMC and ask the student for the payment | P50.00          | 2 minutes        | Campus Registrar                      |
| 5. Forward the sealed document to the office of the campus Director | 5. Receive the CGMC and signs it                     | None            | 1 minute         | Campus Director                       |
| <b>TOTAL</b>  |  | <b>P50.00</b>   | <b>8 minutes</b> |                                       |

### 150. Counseling Services

|                                  |                               |
|----------------------------------|-------------------------------|
| Office or Division:              | Campus Guidance Office        |
| Classification:                  | Simple                        |
| Type of Transaction:             | G2C – Government to Citizen   |
| Who may Avail:                   | Students, Faculty, and Staff  |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>        |
| Referral Slip                    | Office of the Student Affairs |

| CLIENT STEPS                 | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                    |
|------------------------------|--|-----------------|-----------------|---------------------------------------|
| 1. Present the referral slip | 1. Receive the referral slip and assess the need of the students | None            | 2 minutes       | Office Staff/<br>Guidance Coordinator |



|  |  |             |                   |  |
|--|--|-------------|-------------------|--|
| 2. Receive and reads and signs the Confidentiality agreement | 2. Keep the document and calls the Guidance Coordinator                                      | None        | 1 minute          | Office Staff/<br>Guidance<br>Coordinator |
| 3. Discuss the issue   | 3. Hear and discuss the issue and plans interventions and ask the student to write anecdotal | None        | 30 minutes        | Guidance<br>Coordinator                  |
| 4. Sign the Visitor's logbook                                | 4. Verify the logbook  | None        | 2 minutes         | Office Staff/<br>Guidance<br>Coordinator |
| 5. N/A   | 5. Summarize, review and file anecdotal record   | None        | 7 minutes         | Guidance<br>Coordinator                  |
| <b>TOTAL</b>   |  | <b>None</b> | <b>42 minutes</b> |  |

### 151. Handling Referrals

|   |  |                        |                        |  |
|---|--|------------------------|------------------------|--|
| Office or Division:   | Campus Guidance Office   |                        |                        |  |
| Classification:   | Simple   |                        |                        |  |
| Type of Transaction:  | G2C – Government to Citizen  |                        |                        |  |
| Who may Avail:  | Students   |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                            | <b>WHERE TO SECURE</b>   |                        |                        |  |
| Referral Slip   | Office of the Student Affairs  |                        |                        |  |
| <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 request slip or presents referral slip from OSA | 1. Accept the written complain /referral slip  | None                   | 2 minutes              | Office Staff/<br>Guidance<br>Coordinator |
| 2. Wait for the evaluation                                  | 2. Evaluate the /referral  | None                   | 5 minutes              | Office Staff/<br>Guidance<br>Coordinator |
| 3. Attend the interview and counseling                      | 3. Interview and counsel the involved student  | None                   | 30 minutes             | Office Staff/<br>Guidance<br>Coordinator |
| 4. N/A  | 4. Issue call slip to the involved student   | None                   | 1 minute               | Guidance<br>Coordinator                  |
| 5. Attend interview and counseling<br>Attend settlement     | 5. Conduct interviews, counseling plans and interventions. Meet with both parties for settlement | None                   | 5 minutes              | Guidance<br>Coordinator                  |
| 6. Present Call Slip  | 6. Facilitate settlement   | None                   | 30 minutes             | Guidance<br>Coordinator                  |
| 7. N/A  | Verify signatures in the logbook   | None                   | 20 minutes             | Guidance<br>Coordinator                  |
| 8. Sign in to the Counseling Logbook. (Both parties)        | 8. Finalize the settlement for both parties  | None                   | 2 minutes              | Guidance<br>Coordinator                  |
| <b>TOTAL</b>  |  | <b>None</b>            | <b>95 minutes</b>      |  |

### CAMPUS CENTER FOR ALUMNI RELATIONS AND EMPLOYMENT SERVICES (CARES)

#### 152. Career Guidance/Pre-Employment Service

|                      |                                      |
|----------------------|--------------------------------------|
| Office or Division:  | Campus CARES                         |
| Classification:      | Simple                               |
| Type of Transaction: | G2C – Government to Citizen          |
| Who may Avail:       | Clients - Graduating Students/Alumni |



| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE |                                      |                                  |
|--|---|-----------------|--------------------------------------|----------------------------------|
| Registration Form  |   | Client          |                                      |                                  |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME                      | PERSON RESPONSIBLE               |
| 1. Sign in the visitor's logbook for walk-in or external clients.                    | 1. Provide the logbook to the client.   | None            | 2 minutes                            | CARES Staff                      |
| 2. Schedule the career guidance or pre-employment seminars through the Alumni Office | 2. Schedule an appointment for career guidance or enroll in upcoming pre-employment seminars. | None            | 2 minutes                            | CARES Staff                      |
| 3. Complete the Registration Form available at the Alumni Office                     | 3. Provides the Registration Form to the client   | None            | 5 minutes                            | CARES Staff                      |
| 4. Participate in the Activity   | 4. Secure Attendance for the Client   | None            | 4 Hours                              | CARES Staff/Collaborating Agency |
| 5. Fill out the Customer Feedback form   | 5. Provide the Customer Feedback Form   | None            | 2 minutes                            | CARES Staff                      |
| 6. Receive the certificate   | 6. Release the Certificate of Attendance  | None            | 1 day                                | CARES Staff                      |
|  |   | <b>TOTAL</b>    | <b>1 day, 4 hours and 11 minutes</b> |                                  |

### 153. Request for Yearbook

| Office or Division:   | Campus CARES                         |  |                  |                    |
|---|--------------------------------------|--|------------------|--------------------|
| Classification:   | Simple                               |  |                  |                    |
| Type of Transaction:  | G2C – Government to Citizen          |  |                  |                    |
| Who may Avail:  | Clients - Alumni                     |  |                  |                    |
| CHECKLIST OF REQUIREMENTS   |                                      | WHERE TO SECURE  |                  |                    |
| Transcript of Records   |                                      | Client   |                  |                    |
| Official Receipt of payment                                       |                                      | Client   |                  |                    |
| Clearance   |                                      | Client   |                  |                    |
| CLIENT STEPS  | AGENCY ACTION                        | FEES TO BE PAID  | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Sign in the visitor's logbook for walk-in or external clients. | 1. Provide the logbook to the client | None   | 2 minutes        | CARES Staff        |
| 2. Submit requirements  | 2. Release and issue year book form  | Depends on the amount being charged by the school        | 2 minutes        | CARES Staff        |
| 3. Fill out the Application Form                                  | 3. Release and Prepare the yearbook  | Depends on the amount being charged by the school        | 1 minute         | CARES Staff        |
| 4. Receive the yearbook   | 4. Release the yearbook              | None   | 2 minutes        | CARES Staff        |
|   |                                      | <b>TOTAL</b>   | <b>7 minutes</b> |                    |
|   |                                      | <b>Depends on the amount being charged by the school</b> |                  |                    |



## CAMPUS CASHIERING UNIT

### 154. Confirmation of Student Enrollment

| Office or Division:  | Campus Cashiering Unit   |                 |                  |                    |
|--|--|-----------------|------------------|--------------------|
| Classification:  | Simple   |                 |                  |                    |
| Type of Transaction:   | G2C – Government to Citizen  |                 |                  |                    |
| Who may Avail:   | Students or Authorized Representatives                                 |                 |                  |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |                 |                  |                    |
| 1. Registration form in four (4) copies signed by the Director of the Registrar's Office | 1. Client – Students / Authorized Representative                       |                 |                  |                    |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Present the Registration Form   | 1. Receive and verify four (4) copies of the system Registration Form. | None            | 1 minute         | Collecting Officer |
| 2. Receive the three (3) copies of the Registration Form                                 | 2. File a copy of the verified Registration Form                       | None            | 1 minute         | Collecting Officer |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>2 minutes</b> |                    |

### 155. Signing of Clearance

| Office or Division:  | Campus Cashiering Unit   |  |                    |                    |
|--|--|--|--------------------|--------------------|
| Classification:  | Simple   |  |                    |                    |
| Type of Transaction:   | G2C – Government to Citizen  |  |                    |                    |
| Who may Avail:   | Students or Authorized Representatives                             |  |                    |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                               | <b>WHERE TO SECURE</b>   |  |                    |                    |
| 1. Clearance Form  | 1. Client  |  |                    |                    |
| 2. Proof of Payment<br><i>*if graduating students</i>          | 2. Client  |  |                    |                    |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID                              | PROCESSING TIME    | PERSON RESPONSIBLE |
| 1. Present clearance form and proof of payment (if graduating) | 1. Verify student's account status based on the record of the unit | None   | 45 seconds         | Collecting Officer |
| 2. If without balance  | 2. Sign the clearance form   | None   | 10 seconds         | Collecting Officer |
| <i>*If with the balance, pay the balance</i>                   | 2.1 Issue Official Receipt (OR) and sign the clearance form        | Balance as per record                        | 1 minute           |                    |
| 3. Receive the signed clearance form                           | 3. Release the signed clearance form                               |  | 5 seconds          | Collecting Officer |
|  | <b>TOTAL</b>   | <b>Balance as per record (if applicable)</b> | <b>1-2 minutes</b> |                    |

### 156. Collection of Fees and Charges

|                      |  |  |  |  |
|----------------------|--|--|--|--|
| Office or Division:  | Campus Cashiering Unit                 |  |  |  |
| Classification:      | Simple                                 |  |  |  |
| Type of Transaction: | G2C – Government to Citizen            |  |  |  |
| Who may Avail:       | Students or Authorized Representatives |  |  |  |



| CHECKLIST OF REQUIREMENTS   |  | WHERE TO SECURE  |                   |                    |
|---|--|--|-------------------|--------------------|
| 1. Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Sales Invoice                             |  | 1. Client  |                   |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Present Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Sales Invoice                     | 1. Check the presented Requirement and verified the amount to be paid  | None   | 2 minutes         | Collecting Officer |
| 2. Pay the corresponding indicated in the Statement of Account or Registration Form or Completion Form or Request form or Certifications or Sales Invoice | 2. Receive the payment and Issue Official Receipt (OR)   | Balance Indicated in any of the presented requirement        | 7 minutes         | Collecting Officer |
| 3. Receive the Official Receipt; Receive, count, and confirm the change before leaving.   | 3. Handover the client's copy of OR and the corresponding change. Segregate the duplicate and triplicate copy for filing and COA's copy. | None   | 1 minute          | Collecting Officer |
|   | <b>TOTAL</b>   | <b>Balance Indicated in any of the presented requirement</b> | <b>10 minutes</b> |                    |

**CAMPUS HEALTH SERVICES UNIT**

**157. Pre- Enrollment Medical Examination**

| Office or Division:   | Campus Health Services Unit  |
|---|--|
| Classification:   | Simple   |
| Type of Transaction:  | G2C – Government to Citizen  |
| Who may Avail:  | Incoming First Year Students (including transferees, returnees, shifters and unit earners)   |
| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE  |
| Accomplished/filled-up Student Medical Record Form  | Health Services Unit   |
| Results of the following medical laboratory requirements: <ul style="list-style-type: none"> <li>Chest x-ray with official reading</li> <li>Urinalysis</li> <li>Complete Blood Count</li> <li>Drug Test</li> </ul> <p><b>*Note:</b> Shifters are not required to submit new laboratory requirements</p> | Laboratory request Form - Health Services Unit<br><br>Laboratory and Diagnostic Procedures done at any medical laboratory clinic of their choice |
| 1pc. Long Brown envelope  | Incoming Student   |



| 1pc. 2x2 picture (white background) with full name written at the back   |  | Incoming Student |  |                      |
|--|--|------------------|--|----------------------|
| Enrollment Routing Slip  |  | Admission Office |  |                      |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME  | PERSON RESPONSIBLE   |
| <b>A. New Student (Including unit earners and transferees)</b>   |  |                  |  |                      |
| A.1 Obtain Student medical Record form to be filled-up and attach 2x2 picture.   | A. 1 Provide the necessary medical form and guide the client in filing the form.   | None             | 2 minutes  | Campus Nurse on Duty |
| A.2 Accomplish student medical record form together with the medical laboratory requirements and enrollment routing form/slip.   | A.2 Check the necessary details for completeness of the data and note alterations in laboratory results.   | None             | 2 minutes  | Campus Nurse on Duty |
| <b>B. Old Student (Returnees and shifters)</b>   |  |                  |  |                      |
| B.1 Provide full name and year of enrollment to the nurse-on duty/student assistant.   | B.1 Locate client's medical record from the file cabinet using the E-Data Medical Record.  | None             | 2 minutes  | Campus Nurse on Duty |
| B.2 Update student medical record data then submit it with the medical laboratory requirements and enrollment routing form/slip.<br><i>Note: Shifters are not required to submit new laboratory requirements</i> | B.2 Check the necessary data for updates and completeness and note alterations in laboratory results.  | None             | 2 minutes  | Campus Nurse on Duty |
| 3. Height, Weight and Vital Signs Taking   | 3. Get and record the initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height and weight)  | None             | 5 minutes  | Campus Nurse on Duty |
| 4. Medical History Taking  | 4. Obtain clients past medical and surgical history, family history, personal/social history, immunization history and for females Obstetric/Gynecologic history.<br><br>4.1 Ask the client relevant questions as to the visit | None             | 5 minutes  | Campus Nurse on Duty |
| 5. Physical Assessment   | 5. Ask the client relevant questions pertaining to present health history<br><br>5.1 Head to toe assessment  | None             | Simple Cases: 5 minutes<br>Complicated Cases: 15mins<br><i>Depending on the availability of the retainer physician as scheduled by nurse-on-duty</i> | Physician on Duty    |



|  |  |             |   |                      |
|--|--|-------------|---|----------------------|
| 6. Referral: for those with significant findings or altered laboratory results | 6. Follow the steps/ process for consultation and referrals                      | None        | 3 minutes   | Campus Nurse on Duty |
| 7. Wait for signed Routing slip to be returned.                                | 7. Encode needed data on E-Data Medical Record and sign routing slip afterwards. | None        | 3 minutes   | Campus Nurse on Duty |
| 8. Sign in the Logbook for Pre-enrollment Medical Exam.                        | 8. Secure completeness of data in the Logbook.                                   | None        | 2 minutes   | Campus Nurse on Duty |
|  | <b>TOTAL</b>   | <b>None</b> | <b>Simple Cases: 30 minutes<br/>Complicated Cases: 40 minutes</b> |                      |

**158. Annual Medical Examination**

|                      |                             |
|----------------------|-----------------------------|
| Office or Division:  | Campus Health Services Unit |
| Classification:      | Simple                      |
| Type of Transaction: | G2C – Government to Citizen |
| Who may Avail:       | Faculty and Staff           |

| CHECKLIST OF REQUIREMENTS                      | WHERE TO SECURE      |
|--|----------------------|
| Accomplished/Filled-up Employee Medical Record | Health Services Unit |
| Consultation Form                              | Health Services Unit |

| CLIENT STEPS             | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                         |
|--------------------------|---|-----------------|-----------------|--|
| 1. Pre-Examination Phase | 1. Locate client's medical record from the file cabinet<br><br>1.1 Ask the client relevant health information as to the purpose of visit<br><br>1.2 Take and record vital signs of the client<br><br><ul style="list-style-type: none"> <li>● Temperature</li> <li>● Blood pressure</li> <li>● Heart rate</li> <li>● Respiratory Rate</li> <li>● Oxygen Saturation</li> <li>● Height and</li> <li>● Weight</li> </ul> 1.3 File and record laboratory results submitted by the client<br><br>1.4 Refer to the retainer physician laboratory results with abnormal findings | None            | 5 minutes       | Campus Nurse on Duty<br>Retainer Physician |



|                              |  |             |                   |                      |
|------------------------------|--|-------------|-------------------|----------------------|
| 2. Medical Examination Phase | 2. Consult with the retainer physician<br><br>2.1 Carry out other interventions needed<br><br><i>*For client with alterations in the laboratory requests submitted</i><br><br>2.2 The nurse on duty shall provide clear and adequate instruction related to home medications, health practices and schedule of follow up visit as ordered by the physician | None        | 5 minutes         | Campus Nurse on Duty |
| 3. Post consultation         | 3. Document all the procedures done in the client medical record   | None        | 3 minutes         | Campus Nurse on Duty |
| 4. Sign in the Logbook       | 4. Secure completeness of the data in the logbook provided by the HSU  | None        | 1 minute          | Campus Nurse on Duty |
|                              | <b>TOTAL</b>   | <b>None</b> | <b>17 minutes</b> |                      |

### 159. Medical Consultation

|                      |                              |
|----------------------|------------------------------|
| Office or Division:  | Campus Health Services Unit  |
| Classification:      | Simple                       |
| Type of Transaction: | G2C – Government to Citizen  |
| Who may Avail:       | Students, Faculty, and Staff |

| CHECKLIST OF REQUIREMENTS          | WHERE TO SECURE      |
|------------------------------------|----------------------|
| 1. Student/Employee Medical Record | Health Services Unit |
| 2. Consultation Form               | Health Services Unit |

| CLIENT STEPS              | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE   |
|---------------------------|--|-----------------|--|----------------------|
| 1. Pre-Consultation Phase | 1. Locate client's medical record from the file cabinet  | None            | 2 minutes  | Campus Clerk on Duty |
| 2. Consultation Phase     | 2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form<br><br>2.1 Ask the client relevant health information as to the purpose of visit | None            | 5 minutes  | Campus Clerk on Duty |
| 3. Referral Phase         | 3. If retainer physician is available, refer the client by relaying information through telephone call or messaging app. for further evaluation and management.  | None            | 5 minutes<br><br><i>*Depending on availability of retainer physician</i> | Campus Director      |



|   |  |             |   |                      |
|---|--|-------------|---|----------------------|
| 3. Referral Phase   | 3. If retainer physician is available, refer the client by relaying information through telephone call or messaging app. for further evaluation and management.<br><br><i>*If not, refer client by contacting nearby health facility or any physician of choice by the client.</i> | None        | 5 minutes<br><br>*Depending on availability of retainer physician | Campus Director      |
| 4. Treatment Phase/Medicine distribution and administration | 4. Administer medicine as needed or as per doctor's order.<br><br>4.1 Give instructions as to take home medications<br><br>4.2 Record medical intervention/ management administered to the client on the consultation form   | None        | 5 minutes   | Campus Clerk on Duty |
| 5. Sign in the logbook provided                             | 5. Secure completeness of the data in the medicine logbook   | None        | 1 minute  | Campus clerk on Duty |
| <b>Total</b>  |  | <b>None</b> | <b>13 minutes</b>   |                      |

### 160. Dispensing and Administration of Medicines/Medical Supplies

|   |  |                        |                        |                           |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division:   | Campus Health Services Unit  |                        |                        |                           |
| Classification:   | Simple   |                        |                        |                           |
| Type of Transaction:  | G2C – Government to Citizen  |                        |                        |                           |
| Who may Avail:  | Students, Faculty, and Staff   |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                            |  | <b>WHERE TO SECURE</b> |                        |                           |
| 1. Student/Employee Medical Record                          | Health Services Unit   |                        |                        |                           |
| 2. Consultation Form  | Health Services Unit   |                        |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Pre-Consultation Phase                                   | Locate client's medical record from the file cabinet   | None                   | 2 minutes              | Campus Nurse on Duty      |
| 2. Consultation Phase                                       | 2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form<br><br>Ask the client relevant health information as to the purpose of visit | None                   | 5 minutes              | Campus Nurse on Duty      |
| 3. Treatment Phase/Medicine distribution and administration | 3. Administer medicine as needed or as per doctor's order.   | None                   | 5 minutes              | Campus Nurse on Duty      |



|                                 |   |             |                   |                      |
|---------------------------------|---|-------------|-------------------|----------------------|
|                                 | 3.1 Give instructions as to take home medications.<br><br>3.2 Record medical intervention /management administered to the client on the consultation form |             |                   |                      |
| 4. Sign in the logbook provided | 4. Secure completeness of the data in the medicine logbook  | None        | 1 minute          | Campus Nurse on Duty |
|                                 | <b>TOTAL</b>  | <b>None</b> | <b>13 minutes</b> |                      |

### 161. Request for Referral

|                                  |                              |
|----------------------------------|------------------------------|
| Office or Division:              | Campus Health Services Unit  |
| Classification:                  | Simple                       |
| Type of Transaction:             | G2C – Government to Citizen  |
| Who may Avail:                   | Students, Faculty, and Staff |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>       |
| Referral Form                    | Health Services Unit         |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------|----------------------|
| 1. Provide the nurse-on-duty with personal details such as full name, age, sex, year, and course.<br><br><i>*Referral steps shall only be done after undergoing consultation or assessment by the nurse/physician-on-duty.</i> | 1. Write details on the referral form.   | None            | 2 minutes       | Campus Nurse on Duty |
| 2. Assessment  | 2. Indicate vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) on the referral form. Obtain relevant information about the visit such as: <ul style="list-style-type: none"> <li>● Chief complaint</li> <li>● Brief history of illness</li> <li>● Medications taken and management done</li> <li>● Reason for referral</li> </ul> | None            | 5 minutes       | Campus Nurse on Duty |
| 3. Referral Phase  | 3. Refer the client by contacting other health care facility or clinic of choice and relaying needed information to them.<br><br>3.1 Secure completeness of data in the referral form provided.  | None            | 2 minutes       | Campus Nurse on Duty |



|                                 |   |             |                   |                      |
|---------------------------------|---|-------------|-------------------|----------------------|
| 4. Issuance Referral Form       | 4. Give referral form to the client and instruct the client to return the referral slip provided by the HSU | None        | 2 minutes         | Campus Nurse on Duty |
| 5. Sign in the logbook provided | 5. Secure completeness of the data in the referral logbook  | None        | 1 minute          | Campus Nurse on Duty |
| <b>TOTAL</b>                    |   | <b>None</b> | <b>12 minutes</b> |                      |

### 162. Treatment of Minor Injury and Dressing of Wounds

| Office or Division:                               | Campus Health Services Unit  |                 |                   |                      |
|---|--|-----------------|-------------------|----------------------|
| Classification:                                   | Simple   |                 |                   |                      |
| Type of Transaction:                              | G2C – Government to Citizen  |                 |                   |                      |
| Who may Avail:                                    | Students, Faculty, and Staff   |                 |                   |                      |
| <b>CHECKLIST OF REQUIREMENTS</b>                  | <b>WHERE TO SECURE</b>   |                 |                   |                      |
| Student/Employee Medical Record                   | Health Services Unit   |                 |                   |                      |
| Consultation Form                                 | Health Services Unit   |                 |                   |                      |
| Referral Form                                     | Health Services Unit   |                 |                   |                      |
| CLIENT STEPS                                      | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
| 1. Pre-Treatment Phase                            | 1. Locate client's medical record from the file cabinet<br><br>1.1 Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form<br><br>1.2 Ask the client relevant information about the injury. | None            | 2 minutes         | Campus Nurse on Duty |
| 2. Application/ Administration of Basic First Aid | 2. Perform the following nursing intervention if needed <ul style="list-style-type: none"> <li>● Wound dressing</li> <li>● Bandaging and splinting techniques</li> </ul>   | None            | 5 minutes         | Campus Nurse on Duty |
| 3. Referral Phase                                 | 3. If needed, refer the client to other health care facility or clinic of choice for further evaluation and management following the steps for <b>Referral</b> .   | None            | 2 minutes         | Campus Nurse on Duty |
| 4. Sign in the logbook provided                   | 4. Secure completeness of the data in the logbook  | None            | 1 minute          | Campus Nurse on Duty |
| <b>TOTAL</b>                                      |  | <b>None</b>     | <b>12 minutes</b> |                      |



## CAMPUS LEARNING RESOURCE CENTER

### 163. Issuance of Library Card

| Office or Division:   | Campus Learning Resource Center  |                 |                               |                                   |
|---|--|-----------------|-------------------------------|-----------------------------------|
| Classification:   | Simple   |                 |                               |                                   |
| Type of Transaction:  | G2C – Government to Citizen  |                 |                               |                                   |
| Who may Avail:  | Students   |                 |                               |                                   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                  | <b>WHERE TO SECURE</b>   |                 |                               |                                   |
| 1x1 ID Picture, Registration form and Filled-Out Application Form | Student/Client   |                 |                               |                                   |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME               | PERSON RESPONSIBLE                |
| 1. Submit the needed requirements                                 | 1. Receive and validate the requirements submitted.<br><br>1.1. Issue the claim stub bearing the releasing date of the card. | None            | 3 minutes                     | LRC Coordinator/<br>Library Staff |
| 2. Wait for the issuance of the Library Cards                     | 2. Prepare the Library Card<br><br>2.1 Issue the Library Card as scheduled   | None            | 24 hours                      | LRC Coordinator/<br>Library Staff |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>24 hours and 3 minutes</b> |                                   |

### 164. Borrowing Books

| Office or Division:                                | Campus Learning Resource Center  |                 |                   |                                   |
|--|--|-----------------|-------------------|-----------------------------------|
| Classification:                                    | Simple   |                 |                   |                                   |
| Type of Transaction:                               | G2C – Government to Citizen  |                 |                   |                                   |
| Who may Avail:                                     | Students, Faculty, and Employees   |                 |                   |                                   |
| <b>CHECKLIST OF REQUIREMENTS</b>                   | <b>WHERE TO SECURE</b>   |                 |                   |                                   |
| Accomplished Slip                                  | Client   |                 |                   |                                   |
| CLIENT STEPS                                       | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                |
| 1. Inquire about the library material needed       | 1. Accommodate client<br><br>1.1 Ask for the library card, other documents, if necessary<br><br>1.2 Check the availability of the requested library material | None            | 10 minutes        | LRC Coordinator/<br>Library Staff |
| 2. Fill out the Book Card and Borrower's Slip Form | 2. Release the requested/ borrowed library material subject to library policy  |                 | 5 Minutes         | LRC Coordinator/Library Staff     |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>15 minutes</b> |                                   |



### 165. Returning of Library Materials

| Office or Division:                                     | Campus Learning Resource Center   |   |                   |                    |
|---|---|---|-------------------|--------------------|
| Classification:   | Simple  |   |                   |                    |
| Type of Transaction:                                    | G2C – Government to Citizen   |   |                   |                    |
| Who may Avail:  | Students  |   |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                        | <b>WHERE TO SECURE</b>  |   |                   |                    |
| Accomplished Slip                                       | Client  |   |                   |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID                                   | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Present the borrowed book at the circulation counter | 1. Recieve the borrowed library material and checks the due date<br><br><i>*If overdue: compute the overdue fine and fill out the overdue slip.</i> | None<br><br>Depends on the computation if overdue | 10 Minutes        | LRC Coordinator    |
|   | <b>TOTAL</b>  | <b>None (if not overdue)</b>                      | <b>10 minutes</b> |                    |

### 166. Payment of Overdue Fines

| Office or Division:  | Campus Learning Resource Center                                       |                             |                   |                                |
|--|---|-----------------------------|-------------------|--------------------------------|
| Classification:  | Simple  |                             |                   |                                |
| Type of Transaction:                                       | G2C – Government to Citizen   |                             |                   |                                |
| Who may Avail:   | Students  |                             |                   |                                |
| <b>CHECKLIST OF REQUIREMENTS</b>                           | <b>WHERE TO SECURE</b>  |                             |                   |                                |
| Overdue Slip   | LRC Coordinator/ Library Staff  |                             |                   |                                |
| Official Receipt   | Client  |                             |                   |                                |
| Official Receipt   | Client  |                             |                   |                                |
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID             | PROCESSING TIME   | PERSON RESPONSIBLE             |
| 1. Present the borrowed book/s at the circulation counter. | 1. if overdue: compute the overdue fine and fill out the overdue slip | None                        | 2 minutes         | LRC Coordinator/ Library Staff |
| 2. Pay overdue fine at the cashiers office                 | 2. Receive the overdue slip and payment and issue O.R.                | ₱ 10.00/day per book        | 5 minutes         | Cashier Staff                  |
| 3. Present the O.R. to the LRC Coordinator/ Library Staff  | 3. Receive and check the O.R. and return the client's Library Card    | None                        | 2 minutes         | LRC Coordinator/ Library Staff |
| 4. Receive the Library Card                                | 4. N/A  | None                        | 1 minute          | LRC Coordinator/ Library Staff |
|  | <b>TOTAL</b>  | <b>₱ 10.00/day per book</b> | <b>10 minutes</b> |                                |

### 167. Procedure for Computer/ Internet Services

|  |                                  |  |  |
|--|----------------------------------|--|--|
| Office or Division:                    | Campus Learning Resource Center  |  |  |
| Classification:                        | Simple                           |  |  |
| Type of Transaction:                   | G2C – Government to Citizen      |  |  |
| Who may Avail:                         | Students, Faculty, and Employees |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>       | <b>WHERE TO SECURE</b>           |  |  |
| Library Card                           | Client                           |  |  |
| Accomplished/Filled-out Log Sheet form | Client                           |  |  |



| CLIENT STEPS                           | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                |
|--|--|-----------------|------------------|-----------------------------------|
| 1. Present the Validate Library Card   | 1. Verify the Library Card   | None            | 2 minutes        | LRC Coordinator/<br>Library Staff |
| 2. Sign in the log sheet form          | 2. Issue computer number and write the time in started in the log sheet form | None            | 2 minutes        | LRC Coordinator/<br>Library Staff |
| 3. Proceed to the designated computer. | 3. Assist the client (if needed)   | None            | 3 minutes        | LRC Coordinator/<br>Library Staff |
| 4. Signs out in the log sheet form     | 4. N/A   | None            | 1 minute         | LRC Coordinator/<br>Library Staff |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>8 minutes</b> |                                   |

### 168. Re-Issuance of Lost Library Card

|  |                                 |
|--|---------------------------------|
| Office or Division:  | Campus Learning Resource Center |
| Classification:  | Simple                          |
| Type of Transaction:   | G2C – Government to Citizen     |
| Who may Avail:   | Students                        |
| <b>CHECKLIST OF REQUIREMENTS</b>                                   | <b>WHERE TO SECURE</b>          |
| Accomplished/Filled-out charge slip                                | Client                          |
| Official Receipt   | Client                          |
| Accomplished/Filled-out charge slip and O.R.                       | Client                          |
| 1x1 ID picture, Registration Form, and Accomplished/Filled-up Form | Client                          |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                  | PERSON RESPONSIBLE                |
|--|--|-----------------|----------------------------------|-----------------------------------|
| 1. Report Lost Library Cards and submit Affidavit of Lost                        | 1. Check the record of the client's<br><br>1.1 Receives the Affidavit of lost          | None            | 2 minutes                        | LRC Coordinator/<br>Library Staff |
| 2. Sign in the logbook for record purposes                                       | 2. Fill out the charge slip and indicate the amount to be paid for the replacement fee | None            | 5 minutes                        | LRC Coordinator/<br>Library Staff |
| 3. Proceed to the Cashier's Office for the Payment, and secures official Receipt | 3. Receive payment and issue O.R.  | ₱ 150.00        | 5 minutes                        | Cashier Staff                     |
| 4. Present charge slip and O.R. at the circulation counter                       | 4. Check the Charge Slip and O.R.<br><br>4.1 Approve the Request                       | None            | 24 Hours                         | LRC Coordinator/<br>Library Staff |
| 5. Submits the needed requirements   | 5. Receive the requirements needed for the re-issuance of the Library Card             | None            | 3 minutes                        | LRC Coordinator/<br>Library Staff |
| 6. Claim the Library card based on the scheduled date.                           | 6. Prepare and Release the Library Card  | None            | 3 minutes                        | LRC Coordinator/<br>Library Staff |
|  | <b>TOTAL</b>   | <b>₱ 150.00</b> | <b>24 hours &amp; 18 minutes</b> |                                   |



### 169. Assistance to Outside Researchers

| Office or Division:  | Campus Learning Resource Center                              |                 |                   |                                |
|--|--|-----------------|-------------------|--------------------------------|
| Classification:  | Simple   |                 |                   |                                |
| Type of Transaction:   | G2C – Government to Citizen                                  |                 |                   |                                |
| Who may Avail:   | Outside Researchers  |                 |                   |                                |
| <b>CHECKLIST OF REQUIREMENTS</b>                                   | <b>WHERE TO SECURE</b>                                       |                 |                   |                                |
| Library Card   | Client   |                 |                   |                                |
| Accomplished/ Filled-out log Sheet form                            | Client   |                 |                   |                                |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE             |
| 1. Fill out the Google Form and make a reservation                 | 1. Receive the Referral Letter and schedule the reservation. | None            | 3 minutes         | LRC Coordinator/ Library Staff |
| 2. Present Valid ID and Referral Letter on the Circulation Counter | 2. Assist the Client   | None            | 10 minutes        | LRC Coordinator /Library Staff |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>13 minutes</b> |                                |

### 170. Signing of Clearance

| Office or Division:                     | Campus Learning Resource Center                                   |                 |                  |                                |
|---|---|-----------------|------------------|--------------------------------|
| Classification:                         | Simple  |                 |                  |                                |
| Type of Transaction:                    | G2C – Government to Citizen                                       |                 |                  |                                |
| Who may Avail:                          | Students, Faculty, and Students                                   |                 |                  |                                |
| <b>CHECKLIST OF REQUIREMENTS</b>        | <b>WHERE TO SECURE</b>  |                 |                  |                                |
| Library Card                            | Client  |                 |                  |                                |
| Accomplished/ Filled-out log Sheet Form | Client  |                 |                  |                                |
| CLIENT STEPS                            | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE             |
| 1. Submit the Clearance for Signature   | 1. Receive the Clearance<br>1.1 Verify the necessary requirements | None            | 2 minutes        | LRC Coordinator/ Library Staff |
| 2. N/A                                  | 2. Sign the Clearance   | None            | 2 minutes        | LRC Coordinator/ Library Staff |
| 3. N/A                                  | 3. Return the Clearance to the students/ faculty                  | None            | 1 minute         | LRC Coordinator/ Library Staff |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>5 minutes</b> |                                |

## OFFICE OF THE CAMPUS DIRECTOR

### 171. Signing of School-Related Documents

*This includes requests for the signing of school-related documents by the Campus Director, which includes signing or authentication of clearance, TOR, good moral certifications, diploma, certification of grades, completion forms, registration forms, thesis, certificate of graduation, biometrics and other related certifications, forms, and documents.*

|                      |  |
|----------------------|--|
| Office or Division:  | Office of the Campus Director                        |
| Classification:      | Simple   |
| Type of Transaction: | G2C – Government to Citizen                          |
| Who may Avail:       | Students, Alumni, and Their Authorize Representative |



| CHECKLIST OF REQUIREMENTS   |   | WHERE TO SECURE                |                   |                    |
|---|---|--------------------------------|-------------------|--------------------|
| Duly accomplished records, forms, or documents signed by other signatories other than the Campus Director |   | From any Campus unit or office |                   |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID                | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Sign in the client's logbook   | 1. Check the logbook if the client has signed in.   | None                           | 2 minutes         | Clerk on Duty      |
| 2. Submit the document/s to the attending clerk   | 2. Receive the document/s, check for completeness, and hand in the documents to the Campus Director | None                           | 5 minutes         | Clerk on Duty      |
| 3. Wait for the document/s for signing  | 3. Sign the documents by the Campus Director  | None                           | 2 minutes         | Campus Director    |
| 4. Receive the signed documents   | 4. Hand in the signed document/s to the client  | None                           | 1 minute          | Clerk on Duty      |
| 5. Sign out in the client's logbook   | 5. Check the logbook if the client has signed out.  | None                           | 2minutes          | Clerk on Duty      |
| <b>TOTAL</b>  |   | <b>None</b>                    | <b>12 minutes</b> |                    |

## 172. Approval of School Documents and Requests

*This includes requests for the approval of school-related documents by the Campus Director, which includes approval of Table of Specification, Leave Form, Pass Slip, Syllabi, EO, Requests, Project Proposals, Request for Travel, Summary of Faculty Observation, Summary of Classroom Monitoring, Summary of Attendance, etc.*

| Office or Division:   | Office of the Campus Director   |                                |                   |                    |
|---|---|--------------------------------|-------------------|--------------------|
| Classification:   | Simple  |                                |                   |                    |
| Type of Transaction:  | G2C – Government to Citizen   |                                |                   |                    |
| Who may Avail:  | Faculty and other Stakeholders  |                                |                   |                    |
| CHECKLIST OF REQUIREMENTS   |   | WHERE TO SECURE                |                   |                    |
| Duly accomplished records, forms, or documents signed by other signatories other than the Campus Director |   | From any Campus unit or office |                   |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID                | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Sign in the client's logbook   | 1. Provide the logbook to the client  | None                           | 2 minutes         | Clerk on Duty      |
| 2. Submit the document/s to the attending clerk   | 2. Receive the document/s, check for completeness, set an appointment, and hand in the documents to the Campus Director | None                           | 5 minutes         | Clerk on Duty      |
| 3. Convene with the Campus Director for clarification, suggestions, etc.                                  | 3. Discuss and agree on the provisions or contents of the documents for approval  | None                           | 10 minutes        | Campus Director    |
| 4. Receive the signed documents   | 4. Hand in the signed document/s to the requesting client   | None                           | 1 minute          | Campus Director    |
| 5. Sign out in the client's logbook   | 5. Provide the logbook to the client  | None                           | 2 minutes         | Clerk on Duty      |
| <b>TOTAL</b>  |   | <b>None</b>                    | <b>20 minutes</b> |                    |



### 173. Review of Academic-Related Reports

*This includes reviewing and approving school-related reports by the Campus Director, including the discussion, preparation, and approval of Faculty Loading, PPMP, IPCR, etc.*

| Office or Division:   | Office of the Campus Director   |                 |                   |                    |
|---|---|-----------------|-------------------|--------------------|
| Classification:   | Simple  |                 |                   |                    |
| Type of Transaction:  | G2C – Government to Citizen   |                 |                   |                    |
| Who may Avail:  | Unit Heads  |                 |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>  |                 |                   |                    |
| Duly accomplished records, forms, or documents signed by other signatories other than the Campus Director | From any Campus unit or office  |                 |                   |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Sign in the client's logbook   | 1. Provide the logbook to the client  | None            | 2 minutes         | Clerk on Duty      |
| 2. Submit the document/s to the attending clerk   | 2. Receive the document/s, check for completeness, set an appointment, and hand in the documents to the Campus Director | None            | 5 minutes         | Clerk on Duty      |
| 3. Convene with the Campus Director and other concerned personnel if necessary                            | 3. Discuss and agree on the provisions or contents of the documents for approval  | None            | 30 minutes        | Campus Director    |
| 4. Finalize the report as agreed  | 4. Receive and check the finalized copy   | None            | 5 minutes         | Campus Director    |
| 5. Receive the signed documents   | 5. Hand in the signed document/s to the requesting client   | None            | 1 minute          | Clerk on Duty      |
| 6. Fill out the customer's feedback form  | 6. Give the client customer's feedback form and ask them to drop it into the suggestion box after filling it out.       | None            | 3 minutes         | Clerk on Duty      |
| 7. Sign out in the client's logbook   | 7. Provide the logbook to the client  | None            | 2 minutes         | Clerk on Duty      |
|   | <b>TOTAL</b>  | <b>None</b>     | <b>48 minutes</b> |                    |

### 174. Request for a Courtesy Call, Meeting, Conference, etc.

*This includes requests for a face-to-face meeting with the Campus Director to discuss any personal or school-related matters.*

| Office or Division:   | Office of the Campus Director  |                 |                 |                    |
|---|--|-----------------|-----------------|--------------------|
| Classification:   | Simple   |                 |                 |                    |
| Type of Transaction:  | G2C – Government to Citizen  |                 |                 |                    |
| Who may Avail:  | Students, Alumni or Their Authorized Representative and Stakeholders |                 |                 |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      | <b>WHERE TO SECURE</b>   |                 |                 |                    |
| None  | N/A  |                 |                 |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. See or contact the attending clerk for the schedule of appointment | Check and verify the availability of the Campus Director's schedule  | None            | 2 minutes       | Clerk on Duty      |
| 2. Wait for the appointment schedule                                  | Set schedule of meeting  | None            | 3 minutes       | Clerk on Duty      |



|   |                                   |             |                  |                                  |
|---|-----------------------------------|-------------|------------------|----------------------------------|
| 3. Prepare for the meeting as scheduled | Prepare the venue for the meeting | None        | 1 minute         | Secretary of the Campus Director |
| <b>TOTAL</b>                            |                                   | <b>None</b> | <b>6 minutes</b> |                                  |

## CAMPUS STUDENT AFFAIRS AND SERVICES

### 175. Endorsement of Off-Campus and On-the-Job/ Internship Student Activity

|                                  |  |
|----------------------------------|--|
| Office or Division:              | Campus Student Affairs and Services Office |
| Classification:                  | Simple                                     |
| Type of Transaction:             | G2C – Government to Citizen                |
| Who may Avail:                   | All Concerned                              |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                     |
| Request Letter to President      | Students / Personnel-In-Charge             |
| Risk Assessment Program          | Students / Personnel-In-Charge             |
| Curriculum                       | Dean's/Chairperson's Office                |
| Destination                      | Students / Personnel-In-Charge             |
| Handbook or Manual               | Dean's/Chairperson's Office                |
| Consent of the Parents           | Students                                   |
| Medical Certificate              | Students                                   |
| Personnel-In-Charge              | Dean's/Chairperson's Office                |
| First Aid Kit                    | Campus Clinic                              |
| Fees                             | Students / Personnel-In-Charge             |
| Insurance                        | Students                                   |
| Mobility of students             | Personnel-In-Charge                        |
| LGU/NGOs Approval                | Students / Personnel-In-Charge             |
| Activities                       | Students / Personnel-In-Charge             |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|--------------------|
| 1. Sign in the visitor's logbook for walk-in or external clients     | 1. Provide the logbook to the client.  | None            | 1 minute        | Office Staff       |
| 2. Submit proposal with all the necessary attachments /requirements. | 2. Receive request letter and supporting documents for a student activity endorsed by the SSC or any accredited student organizations. | None            | 1 minute        | Office Staff       |
| 3. N/A   | 3. Review the details of the proposal and evaluate the relevance/significance of the proposed activity.                                | None            | 20 minutes      | SAS Coordinator    |
| 4. N/A   | 4. Check the completeness of the requirements.   | None            | 5 minutes       | Office Staff       |
| 5. N/A   | 5. Act appropriately said permit to conduct activity upon meritorious evaluation results.  | None            | 1 minute        | SAS Coordinator    |
| 6. N/A   | 6. Sign the request letter and proposal and endorse to the Dean /Campus director for appropriate action.                               | None            | 1 minute        | SAS Coordinator    |



|                                  |   |             |                   |              |
|----------------------------------|---|-------------|-------------------|--------------|
| 7. Fill out the release logbook. | 7. Release the signed request letter and activity proposal. | None        | 1 minute          | Office Staff |
| 8. N/A                           | 8. File all the documents generated in this procedure.      | None        | 1 minute          | Office Staff |
| <b>TOTAL</b>                     |   | <b>None</b> | <b>31 minutes</b> |              |

**176. Endorsement for Accreditation of Student Organization (SO)**

|                      |  |
|----------------------|--|
| Office or Division:  | Campus Student Affairs and Services Office |
| Classification:      | Simple                                     |
| Type of Transaction: | G2C – Government to Citizen                |
| Who may Avail:       | All Student Organizations                  |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE |
|--|-----------------|
| <b>A. New Organization</b>   |                 |
| Accomplished application form (Accreditation)  | Office Staff    |
| Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.                    | Students/Client |
| Recommendation from the SSC President as to the acceptance of the application, organization, registration and accreditation                        | Students/Client |
| List of officers and their respective positions and profile.   | Students/Client |
| Letter of invitation to chosen faculty adviser.  | Students/Client |
| Faculty adviser's letter of acceptance of responsibility addressed to the University President through the Office of Student Affairs and Services. | Students/Client |
| Proposed activities and project for one (1) year (Action Plan).  | Students/Client |
| Constitution and By-laws (include Anti-Hazing).  | Students/Client |
| For Fraternity and Sorority, Parent's Consent is required.   | Students/Client |
| Documents should be submitted in four copies (one for University President, One for the OSAS, one for SSC and one for file copy.                   | Students/Client |
| <b>B. RENEWAL/RE-ACCREDITATION</b>   |                 |
| Accomplish the application form (Re-Accreditation)   | Office Staff    |
| Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.                    | Students/Client |
| Recommendation from the SSC President as to the acceptance of the application, organization, registration and accreditation                        | Students/Client |
| List of officers and their respective positions and profile.   | Students/Client |
| Letter of invitation to chosen faculty adviser.  | Students/Client |
| Faculty adviser's letter of acceptance of responsibility addressed to the University President through the Office of Student Affairs and Services. | Students/Client |



|  |                 |
|--|-----------------|
| Photocopy of Certificate of Recognition for the previous year  | Students/Client |
| Photo of certificate of attendance/ participation in Seminar of at least one (1) student officer.                                | Students/Client |
| Financial statement for the previous semester/school Year;   | Students/Client |
| Proposed activities and project for one (1) year (Action Plan).  | Students/Client |
| Constitution and By-laws (include Anti-Hazing).  | Students/Client |
| For Fraternity and Sorority, Parent's Consent is required.   | Students/Client |
| Documents should be submitted in four copies (one for University President, One for the OSAS, one for SSC and one for file copy. | Students/Client |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
|---|--|-----------------|-------------------|--------------------|
| 1. Sign in the visitor's logbook for walk-in or external clients  | 1. Provide the logbook to the client.  | None            | 1 minute          | Office Staff       |
| 2. Request for Application form.  | 2. Provide application form and list of requirements to students.            | None            | 1 minute          | Office Staff       |
| 3. Submit Application letter, accomplished application form with all the necessary accreditation attachments /requirements. | 3. Receive application letter and Checks/reviews the accreditation documents | None            | 10 minutes        | Office Staff       |
| 4. N/A  | 4. Sign the application letter and endorse to the Dean /Campus director.     | None            | 1 minute          | SAS Coordinator    |
| 5. Fill up the release logbook.   | 5. Release the signed application letter and attachments                     | None            | 1 minute          | Office Staff       |
| 6. N/A  | 6. File all the documents generated in this procedure.                       | None            | 1 minute          | Office Staff       |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>15 minutes</b> |                    |

### 177. Processing of Scholarship Application

|                                  |  |
|----------------------------------|--|
| Office or Division:              | Campus Student Affairs and Services Office |
| Classification:                  | Simple                                     |
| Type of Transaction:             | G2C – Government to Citizen                |
| Who may Avail:                   | All Students Concerned                     |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>                     |
| Application Form                 | Office Staff                               |
| Registration Form                | Student Applicant                          |
| Student ID                       | Student Applicant                          |
| Certificate of Indigency         | Student Applicant                          |
| 2x2 picture                      | Student Applicant                          |

| CLIENT STEPS   | AGENCY ACTION                         | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---------------------------------------|-----------------|-----------------|--------------------|
| 1. Sign in the visitor's logbook for walk-in or external clients | 1. Provide the logbook to the client. | None            | 1 minute        | Office Staff       |



|  |   |             |                               |                 |
|--|---|-------------|-------------------------------|-----------------|
| 2. Request for Application form.                                   | 2. Provide application form and list of requirements to students.   | None        | 1 minute                      | Office Staff    |
| 3. Fill out application form upon presentation of the requirements | 3. Assist the applicant and evaluates completeness of presented documents   | None        | 1 minute                      | Office Staff    |
| 4. N/A   | 4. Advise the applicant to wait for feedback and endorse the application to the Dean /Campus director for appropriate action/selection. | None        | 10 minutes                    | SAS Coordinator |
| 5. N/A   | 5. Communicate the selected applicants and endorse the documents/requirements to OSAS Director  | None        | 1 day                         | SAS Coordinator |
| 6. N/A   | 6. File all the documents generated in this procedure.  |             | 1 minute                      | Office Staff    |
|  | <b>TOTAL</b>  | <b>None</b> | <b>1 day &amp; 14 minutes</b> |                 |

### 178. Signing of Clearance

| Office or Division:   | Campus Student Affairs and Services Office   |                 |                  |                    |
|---|--|-----------------|------------------|--------------------|
| Classification:   | Simple   |                 |                  |                    |
| Type of Transaction:  | G2C – Government to Citizen  |                 |                  |                    |
| Who may Avail:  | All Students   |                 |                  |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      | <b>WHERE TO SECURE</b>   |                 |                  |                    |
| Clearance Form  | Office Staff   |                 |                  |                    |
| Accomplishment and Financial Report for Student Organization Officers | Client   |                 |                  |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Sign in the visitor's logbook for walk-in or external clients      | 1. Provide the logbook to the client.  | None            | 1 minute         | Office Staff       |
| 2. Present filled-out Clearance Slip                                  | 2. Receive the clearance slip.<br>2.1 Checks records as to any accountability                | None            | 3 minutes        | Office Staff       |
| 3. Settle accountability<br><i>*if applicable</i>                     | 3. Sign the slip if no accountability, otherwise advises applicant to settle accountability. | None            | 1 minute         | SAS coordinator    |
|   | <b>TOTAL</b>   | <b>None</b>     | <b>5 minutes</b> |                    |

### 179. Endorsement of Student Assistantship

|                      |  |
|----------------------|--|
| Office or Division:  | Campus Student Affairs and Services Office |
| Classification:      | Simple                                     |
| Type of Transaction: | G2C – Government to Citizen                |
| Who may Avail:       | All Students                               |



| CHECKLIST OF REQUIREMENTS   |  | WHERE TO SECURE              |                               |                    |
|---|--|------------------------------|-------------------------------|--------------------|
| Application Letter  |  | Office Staff                 |                               |                    |
| Recommendation  |  | Deans/ Chairperson/Unit Head |                               |                    |
| Personal Data Sheet   |  | Student Applicant            |                               |                    |
| Photocopy of Registration Form  |  | Student Applicant            |                               |                    |
| 2x2 picture   |  | Student Applicant            |                               |                    |
| Class Schedule  |  | Student Applicant            |                               |                    |
| Summary of grades in previous semester/term   |  | Registrar                    |                               |                    |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID              | PROCESSING TIME               | PERSON RESPONSIBLE |
| 1. Sign in the visitor's logbook for walk-in or external clients  | 1. Provide the logbook to the client.  | None                         | 1 minute                      | Office Staff       |
| 2. Request for Application Forms  | 2. Evaluate application form as to adequacy of documents; checks possible vacancy for SA services  | None                         | 5 minutes                     | Office Staff       |
| 3. Seek Department/unit head 's recommendation indicating the nature of work assignment                 | 3. Evaluate recommendation from Department/unit head having vacancies <sup>3</sup>   | None                         | 3 Minutes                     | Office Staff       |
| 4. Submit all requirements  | 4. Evaluate completeness of presented documents  | None                         | 10 minutes                    | SAS Coordinator    |
| 5. N/A  | 5. Endorse the application to the Dean /Campus director for appropriate action   | None                         | 5 minutes                     | Office Staff       |
| 6. N/A  | 6. Retrieve the documents from the Dean /Campus director's office and facilitate the endorsement of the documents/ requirements to OSAS Director | None                         | 1 day                         | SAS Coordinator    |
| 7. The approved applicant will submit payroll and DTR every end of the month at SAS Coordinators Office | 7. Receive payroll and DTR. Submits to accounting department for payment   | None                         | 10 Minutes                    | Office Staff       |
| 8. N/A  | 8. File all the documents generated in this procedure.   | None                         | 1 minute                      | Office Staff       |
|   |  | <b>TOTAL</b>                 | <b>1 day &amp; 35 minutes</b> |                    |

### 180. Handling Student Complaints

| Office or Division:       | Campus Student Affairs and Services Office |
|---------------------------|--|
| Classification:           | Simple                                     |
| Type of Transaction:      | G2C – Government to Citizen                |
| Who may Avail:            | All Students                               |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE                            |
| Letter of Complaint       | Student                                    |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
|---|--|-----------------|------------------|--------------------|
| 1. Signs in the visitor's logbook for walk-in or external clients | 1. Provides the logbook to the client.   | None            | 1 minute         | Office Staff       |
| 2. Submit the Complaint Letter                                    | 2. Receive the letter of Complaint   | None            | 1 minute         | Office Staff       |
| 3. N/A  | 3. Coordinate the matter to the Dean / Campus director who may recommend to the President the creation of fact-finding committee, if necessary | None            | 5 Minutes        | SAS Coordinator    |
| 3. N/A  | 4. File all the documents generated in this procedure.   | None            | 1 minute         | Office Staff       |
| <b>TOTAL</b>  |  | <b>None</b>     | <b>8 minutes</b> |                    |

### 181. Endorsement of In-Campus Activity

|                      |  |
|----------------------|--|
| Office or Division:  | Campus Student Affairs and Services Office |
| Classification:      | Simple                                     |
| Type of Transaction: | G2C – Government to Citizen                |
| Who may Avail:       | All Accredited Student Organizations       |

| CHECKLIST OF REQUIREMENTS                           | WHERE TO SECURE  |
|---|------------------|
| Request Letter to President                         | Student / Client |
| Request Letter to Campus Director                   | Student / Client |
| Request Letter to OSAS Director                     | Student / Client |
| Request Letter to Dean/ Chairperson                 | Student / Client |
| Request Letter to SAS Coordinator                   | Student / Client |
| Activity Proposal (Budgetary Requirements, Program) | Student / Client |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--------------------|
| 1. Sign in the visitor's logbook for walk-in or external clients  | 1. Provide the logbook to the client.  | None            | 1 minute        | Office Staff       |
| 2. President of SO prepares a request letter and Activity Proposal with program and budgetary requirements for permit for an activity noted by the adviser, Dean/Chairperson and SSC. | 2. Receive the request letter and activity proposal  | None            | 1 minute        | Office Staff       |
| 3. N/A  | 3. Review the details of the proposal and evaluate the relevance/ significance of the proposed activity. | None            | 20 minutes      | SAS Coordinator    |
| 4. N/A  | 4. Act appropriately said permit to conduct activity upon meritorious evaluation results.                | None            | 1 minute        | SAS Coordinator    |
| 5. N/A  | 5. Sign the request letter and proposal and endorse to the Dean /Campus director for appropriate action. | None            | 1 minute        | SAS Coordinator    |



|                                 |   |             |                   |              |
|---------------------------------|---|-------------|-------------------|--------------|
| 6. Fill up the release logbook. | 6. Release the signed request letter and activity proposal. | None        | 1 minute          | Office Staff |
| 7. N/A                          | 7. File all the documents generated in this procedure.      | None        | 1 minute          | Office Staff |
|                                 | <b>TOTAL</b>  | <b>None</b> | <b>26 minutes</b> |              |

**OFFICE OF THE PROGRAM CHAIRPERSON (CAMPUS)**

**182. Request of Good Moral Character**

| Office or Division:  | Office of the Program Chairperson                              |                 |                   |                           |
|--|--|-----------------|-------------------|---------------------------|
| Classification:  | Simple   |                 |                   |                           |
| Type of Transaction:   | G2C – Government to Citizen                                    |                 |                   |                           |
| Who may Avail:   | All Students   |                 |                   |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |                 |                   |                           |
| Clearance  | Student/ Client  |                 |                   |                           |
| Valid ID   | Student/ Client  |                 |                   |                           |
| Request Form   | Office Staff   |                 |                   |                           |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE        |
| 1. Sign in the visitor's logbook for walk-in or external client            | 1. Provide the logbook to the client.                          | None            | 1 minute          | Office Staff              |
| 2. Get and fill out the request form                                       | 2. Issue request form  | None            | 1 minute          | Office Staff              |
| 3. Submits Request Form and Clearance, show Valid ID                       | 3. Check the completeness of the Data, Clearance, and Valid ID | None            | 1 minute          | Office Staff              |
| 4. N/A   | 4. Prepares and release the Good Moral Character Certificate   | None            | 4 minutes         | Office Staff              |
| 5. Pays the corresponding fee at the Cashier                               | 5. Receive payment and issue receipt                           | ₱ 25.00         | 2 minutes         | Cashier Staff             |
| 6. N/A   | 6. Dry seal the Good Moral Character Certificate               | None            | 1 minute          | Cashier Staff             |
| 7. Show the receipt and submit the Sealed Good Moral Character Certificate | 7. Check the receipt and the seal                              | None            | 1 minute          | Office Staff              |
| 8. N/A   | 8. Forward to the Dean/ Program Chairperson for signature      | None            | 1 minute          | Office Staff              |
| 9. N/A   | 9. Affix signature   | None            | 1 minute          | Dean, Program Chairperson |
| 10. Fill up the release logbook  | 10. Release the Good Moral Certificate                         | None            | 1 minute          | Office Staff              |
|  | <b>TOTAL</b>   | <b>₱25.00</b>   | <b>14 minutes</b> |                           |



### 183. Request of Upper 25 Certificate

| Office or Division:   | Office of the Program Chairperson                              |                 |                   |                           |
|---|--|-----------------|-------------------|---------------------------|
| Classification:   | Simple   |                 |                   |                           |
| Type of Transaction:  | G2C – Government to Citizen                                    |                 |                   |                           |
| Who may Avail:  | All Students   |                 |                   |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                                  | <b>WHERE TO SECURE</b>   |                 |                   |                           |
| Clearance   | Student/ Client  |                 |                   |                           |
| Valid ID  | Student/ Client  |                 |                   |                           |
| Request Form  | Office Staff   |                 |                   |                           |
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE        |
| 1. Sign in the visitor's logbook for walk-in or external clients. | 1. Provides the logbook to the client.                         | None            | 1 minute          | Office Staff              |
| 2. Get and fill up a request form                                 | 2. Issue Request Form  | None            | 1 minute          | Office Staff              |
| 3. Submit Request Form and Clearance, show Valid ID               | 3. Check the completeness of the Data, Clearance, and Valid ID | None            | 1 minute          | Office Staff              |
| 4. N/A  | 4. Prepare and release the Upper 25 Certificate                | None            | 5 minutes         | Office Staff              |
| 5. Pay the corresponding fee at the Cashier                       | 5. Receive payment and issue receipt                           | ₱ 25.00         | 2 minutes         | Cashier                   |
| 6. N/A  | 6. Dry seal the Upper 25 Certificate                           | None            | 1 minute          | Office Staff              |
| 7. Show the receipt and submit the Sealed Upper 25 Certificate    | 7. Check the receipt and the seal                              | None            | 1 minute          | Office Staff              |
| 8. N/A  | 8. Forward to the Dean/ Program Chairperson for signature      | None            | 1 minute          | Office Staff              |
| 9. N/A  | 9. Affix signature   | None            | 1 minute          | Dean, Program Chairperson |
| 10. Fill up the release logbook                                   | 10. Release the Good Moral Certificate                         | None            | 1 minute          | Office Staff              |
|   | <b>TOTAL</b>   | <b>₱25.00</b>   | <b>15 minutes</b> |                           |

### 184. Signing of Clearance

| Office or Division:                     | Office of the Program Chairperson                   |                 |                 |                    |
|---|---|-----------------|-----------------|--------------------|
| Classification:                         | Simple  |                 |                 |                    |
| Type of Transaction:                    | G2C – Government to Citizen                         |                 |                 |                    |
| Who may Avail:                          | Graduates   |                 |                 |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>        | <b>WHERE TO SECURE</b>                              |                 |                 |                    |
| Clearance                               | Student/ Client                                     |                 |                 |                    |
| Valid ID                                | Student/ Client                                     |                 |                 |                    |
| CLIENT STEPS                            | AGENCY ACTION                                       | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly filled-up clearance form | 1. Check completeness of the entry in the clearance | None            | 1 minute        | Office Staff       |



|                                |  |             |                  |                     |
|--------------------------------|--|-------------|------------------|---------------------|
| 2. N/A                         | 2. Checks record if there are any liabilities              | None        | 1 minute         | Office Staff        |
| 3. N/A                         | 3. Forwards to the Dean/ Program Chairperson for signature | None        | 1 minute         | Office Staff        |
| 4. N/A                         | 4. Affix signature   | None        | 1 minute         | Dean, Program Chair |
| 5. Fill up the release logbook | 5. Release the Clearance                                   | None        | 1 minute         | Office Staff        |
| <b>TOTAL</b>                   |  | <b>None</b> | <b>5 minutes</b> |                     |

## OFFICE OF THE CAMPUS REGISTRAR

### 185. Request for TOR/Diploma and Endorsement to University Registrar

| Office or Division:   | Campus Registrar's Office   |                 |                                |                    |
|---|---|-----------------|--------------------------------|--------------------|
| Classification:   | Highly Technical  |                 |                                |                    |
| Type of Transaction:  | G2C – Government to Citizen   |                 |                                |                    |
| Who may Avail:  | Students/ Clients   |                 |                                |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>                                  | <b>WHERE TO SECURE</b>  |                 |                                |                    |
| Clearance   | Student/Client  |                 |                                |                    |
| Application Form  | Registrar's Office  |                 |                                |                    |
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME                | PERSON RESPONSIBLE |
| 1. Secure & fill out the Request Application Form                 | 1. Issue the application form   | None            | 1 minute                       | Registrar's Staff  |
| 2. Submit the filled out application form and approved clearance. | 2. Checks the data and verifies student's information.<br><br>2.1 Encode the information as stated on the student's records Application Form. | None            | 5 minutes                      | Registrar's Staff  |
| 3. N/A  | 3. Prepare the request transcript of records.<br><br>3.1 Forward the transcript of records to the University Registrar for signature          | None            | 10 days                        | Registrar's Staff  |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>10 days &amp; 6 minutes</b> |                    |

### 186. Issuance of Certification of Grades

|                                  |                             |
|----------------------------------|-----------------------------|
| Office or Division:              | Campus Registrar's Office   |
| Classification:                  | Simple                      |
| Type of Transaction:             | G2C – Government to Citizen |
| Who may Avail:                   | Students/ Clients           |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>      |
| Certification of Registration    | Registrar's Office          |
| Application Form                 | Registrar's Office          |
| Student Prospectus               | Registrar's Office          |
| School ID                        | Student/Client              |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID      | PROCESSING TIME   | PERSON RESPONSIBLE |
|--|--|----------------------|-------------------|--------------------|
| 1. Fill out the Request Application form   | 1. Issue the application form  | None                 | 1 minute          | Registrar's Staff  |
| 2. Submits the filled out application form.  | 2. Checks the data and verifies student's information. Encode the information as stated on the student's records Application form. | None                 | 5 minutes         | Registrar's Staff  |
| 3. N/A   | 3. Prepare the certification of grades   | None                 | 5 minutes         | Registrar's Staff  |
| 4. Proceed to the cashier for payment  | 4. Issues Official Receipt   | P 25.00/ page        | 2 minutes         | Cashier's Staff    |
| 5. Present Official Receipt, receive the Certification of grade, and sign in the logbook | 5. Receives the Official Receipt and Release the Certification of Grades   | None                 | 2 minutes         | Registrar's Staff  |
|  | <b>TOTAL</b>   | <b>P 25.00/ page</b> | <b>15 minutes</b> |                    |

### 187. Issuance of Adding/Dropping/Changing Form

|                                  |                             |
|----------------------------------|-----------------------------|
| Office or Division:              | Campus Registrar's Office   |
| Classification:                  | Simple                      |
| Type of Transaction:             | G2C – Government to Citizen |
| Who may Avail:                   | Students/ Clients           |
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>      |
| Certification of Registration    | Registrar's Office          |
| School ID                        | Student/Client              |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID      | PROCESSING TIME   | PERSON RESPONSIBLE |
|---|--|----------------------|-------------------|--------------------|
| 1. Secure & Fill out the adding and dropping form   | 1. Issue ACD form  | None                 | 1 minute          | Registrar's Staff  |
| 2. Submit the filled out application form and have it sign by the respective Dean of the College/ Institute for signature | 2. Check the completeness of data and the total number of units enrolled by the students and sign the ACD form | None                 | 2 minutes         | Registrar's Staff  |
| 3. Proceed to the cashier for payment   | 3. Issue Official Receipt  | ₱ 30.00/ page        | 5 minutes         | Cashier's Staff    |
| 4. Return to the Registrar's Office and furnish a copy of the ACD form and sign the logbook.                              | 4. Receive the Official Receipt and Release the ACD form and get one copy for ACD form                         | None                 | 2 minutes         | Registrar's Staff  |
|   | <b>TOTAL</b>   | <b>₱ 30.00/ page</b> | <b>10 minutes</b> |                    |



### 188. Issuance of Completion Form

| Office or Division:  | Campus Registrar's Office  |                      |                   |                    |
|--|--|----------------------|-------------------|--------------------|
| Classification:  | Simple   |                      |                   |                    |
| Type of Transaction:   | G2C – Government to Citizen  |                      |                   |                    |
| Who may Avail:   | Students/ Clients  |                      |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |                      |                   |                    |
| Certification of Registration  | Student/Client   |                      |                   |                    |
| School ID  | Student/Client   |                      |                   |                    |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID      | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Secure & Fill out the completion form   | 1. Issue Completion Form   | None                 | 1 minute          | Registrar's Staff  |
| 2. Submit the filled out application form and have it sign by the respective Dean of the College/Institute for signature | 2. Receive and Check the completeness of data  | None                 | 2 minutes         | Registrar's Staff  |
| 3. Proceed to the cashier for payment  | 3. Issue Official Receipt  | ₱ 30.00/ page        | 5 minutes         | Cashier's Staff    |
| 4. Return to the Registrar's Office and furnish a copy of the completion form  | 4. Receive the Official Receipt and Release the completion form and get one copy for completion form and sign the logbook. | None                 | 2 minutes         | Registrar's Staff  |
|  | <b>TOTAL</b>   | <b>₱ 30.00/ page</b> | <b>10 minutes</b> |                    |

### CAMPUS SECURITY OFFICE

### 189. Checking of Incoming and Outgoing Visitors, Personnel and Students

| Office or Division:  | Campus Security Office   |                 |                  |                    |
|--|--|-----------------|------------------|--------------------|
| Classification:  | Simple   |                 |                  |                    |
| Type of Transaction:   | G2C – Government to Citizen  |                 |                  |                    |
| Who may Avail:   | All  |                 |                  |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |                 |                  |                    |
| Valid ID   | Client   |                 |                  |                    |
| Accomplished Form  | Guard on Duty  |                 |                  |                    |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE |
| 1. Sign in the visitor's logbook for walk-in or external clients.                        | 1. Provides the logbook to the client.   | None            | 2 minutes        | Guard on Duty      |
| 2. Provides Valid ID   | 2. Check the validity of the ID and Inspect Vehicle (if any)                                     | None            | 2 minutes        | Guard on Duty      |
| 3. N/A   | 3. Issue visitors/ vehicles pass and guide visitors to their destination office/person           | None            | 1 minute         | Guard on Duty      |
| 4. Proceed to their destination  | 4. N/A   | None            | N/A              | Guard on Duty      |
| 5. Surrender the visitors/ vehicles pass upon to the guard on Duty upon Exit at the Gate | 5. Receive the surrendered visitors/vehicles pass, check the vehicle, and return the visitors ID | None            | 1 minute         | Guard on Duty      |
|  | <b>TOTAL</b>   | <b>None</b>     | <b>6 minutes</b> |                    |



## VI. Feedback and Complaints Mechanism

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b>    |  |
|---|--|
| <b>How to send a feedback?</b>              | Clients are encouraged to accomplish the Feedback Form in the respective office/unit and drop them in the suggestion box. Clients may also contact the concerned office/unit thru their email address listed in the contact information below.   |
| <b>How feedback is processed?</b>           | Feedback forms are collected and tabulated to measure client satisfaction and help the University to better serve clients and stakeholders towards continual improvement.  |
| <b>How to file complaints?</b>              | Complaints may be written in the Feedback Form. For immediate action, clients may also send their complaints or feedback thru the following email addresses:<br><a href="mailto:complaints@rsu.edu.ph">complaints@rsu.edu.ph</a> or<br><a href="mailto:feedback@rsu.edu.ph">feedback@rsu.edu.ph</a> .  |
| <b>How complaints are processed?</b>        | In case there will be complaints in the feedback forms collected or received thru email for complaints or feedback, the concerned office/unit will be notified immediately. The complaint information will be forwarded to their respective official email address and shall be resolved accordingly following the standard procedures and quality management system guidelines. |
| <b>Contact Information of CCB, PCC, CCB</b> | ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br>1-ARTA (2782)<br>PCC: 8888<br>CCB: 0908-881-6565 (SMS)   |



### VII. List of Offices

| Office                                    | Address                                     | Contact Information           |
|---|---|-------------------------------|
| Office of the University President        | RSU Main Campus, Liwanag, Odiongan, Romblon | rsupresident@rsu.edu.ph       |
| Public Assistance and Security Office     | RSU Main Campus, Liwanag, Odiongan, Romblon | rsupasoffice@gmail.com        |
| Human Resource Management Office          | RSU Main Campus, Liwanag, Odiongan, Romblon | hrmo@rsu.edu.ph               |
| Human Resource Development Office         | RSU Main Campus, Liwanag, Odiongan, Romblon | hrdorsu4@gmail.com            |
| Admission Office                          | RSU Main Campus, Liwanag, Odiongan, Romblon | admission@rsu.edu.ph          |
| Learning Resource Center                  | RSU Main Campus, Liwanag, Odiongan, Romblon | rsulrc2020@gmail.com          |
| National Service Training Program         | RSU Main Campus, Liwanag, Odiongan, Romblon | rsumainnstp@gmail.com         |
| Procurement Management Office             | RSU Main Campus, Liwanag, Odiongan, Romblon | procurement@rsu.edu.ph        |
| Office of Student Affairs and Services    | RSU Main Campus, Liwanag, Odiongan, Romblon | osas@rsu.edu.ph               |
| Accounting Office                         | RSU Main Campus, Liwanag, Odiongan, Romblon | rsuacct@gmail.com             |
| Cashier's Office                          | RSU Main Campus, Liwanag, Odiongan, Romblon | cashiering@rsu.edu.ph         |
| Office of the University Registrar        | RSU Main Campus, Liwanag, Odiongan, Romblon | registrar.main@rsu.edu.ph     |
| Bids and Awards Committee                 | RSU Main Campus, Liwanag, Odiongan, Romblon | bacrsu2016@gmail.com          |
| Health Services Unit                      | RSU Main Campus, Liwanag, Odiongan, Romblon | rsuclinicmaincampus@gmail.com |
| Guidance and Counseling Services Office   | RSU Main Campus, Liwanag, Odiongan, Romblon | gcs@rsu.edu.ph                |
| Disaster Risk Reduction Management Office | RSU Main Campus, Liwanag, Odiongan, Romblon | drmo@rsu.edu.ph               |
| Supply and Property Management Office     | RSU Main Campus, Liwanag, Odiongan, Romblon | spmo@rsu.edu.ph               |



|  |   |                                  |
|--|---|----------------------------------|
| Center for Alumni Relations and Employment Services (CARES)  | RSU Main Campus, Liwanag, Odiongan, Romblon | cares@rsu.edu.ph                 |
| Laboratory Science High School                               | RSU Main Campus, Liwanag, Odiongan, Romblon | rsulshs2021@gmail.com            |
| Graduate Education and Professional Studies                  | RSU Main Campus, Liwanag, Odiongan, Romblon | geps@rsu.edu.ph                  |
| College of Arts and Sciences                                 | RSU Main Campus, Liwanag, Odiongan, Romblon | maryjanefadri@gmail.com          |
| College of Business and Accountancy                          | RSU Main Campus, Liwanag, Odiongan, Romblon | rjinocencio@rsu.edu.ph           |
| College of Education   | RSU Main Campus, Liwanag, Odiongan, Romblon | rsucollegeofeducation@gmail.com  |
| College of Engineering and Technology                        | RSU Main Campus, Liwanag, Odiongan, Romblon | cet@rsu.edu.ph                   |
| College of Computing, Multimedia Arts and Digital Innovation | RSU Main Campus, Liwanag, Odiongan, Romblon | iit@rsu.edu.ph                   |
| Cajidiocan Campus  | Sugod, Cajidiocan, Romblon                  | cmjrsu57@gmail.com               |
| Calatrava Campus   | San Roque, Calatrava, Romblon               | calatravacampus@rsu.edu.ph       |
| Romblon Campus   | Sawang, Romblon, Romblon                    | rombloncampus@rsu.edu.ph         |
| San Agustin Campus   | Cabolutan, San Agustin, Romblon             | sanagustincampus@rsu.edu.ph      |
| San Andres Campus  | Poblacion, San Andres, Romblon              | sanandres.campus@rsu.edu.ph      |
| San Fernando Campus  | Pili, San Fernando, Romblon                 | sanfernandocampus@rsu.edu.ph     |
| Sta. Fe Campus   | Poblacion, Sta. Fe, Romblon                 | stafecampus@rsu.edu.ph           |
| Sta. Maria Campus  | Concepcion Norte, Sta. Maria, Romblon       | rsusta.mariacampus2023@gmail.com |